



**JEWISH FAMILY &
COMMUNITY SERVICES**
EAST BAY

Position Announcement

Office Manager

JOB TITLE: Office Manager, Concord Office

DEPARTMENT: Finance and Administration

REPORTS TO: Chief Operating Officer

LOCATION: Concord

EMPLOYMENT TYPE: Full time/non-exempt (37.5 hours per week)

OUR AGENCY

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 70 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.

JOB SUMMARY

The Office Manager & Receptionist is responsible for maintaining a welcoming environment for JFCS East Bay's clients and staff by running the office efficiently and effectively. The Office Manager & Receptionist is both the face of the agency and the heart of the office and must ensure that the behind-the-scenes operates smoothly every day to facilitate a productive environment in which staff can provide quality services to the community.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Reception
 - Provide high level of customer service at the reception desk; welcome visitors to the office; and answer and respond to incoming phone calls and emails.
 - Manage schedules and office-wide Google calendars.
 - Maintain adequate coverage for phones and doors, arranging backup as necessary.
 - Support departments with organizing and packaging large mailings.

- Administrative

- Provide initial and refresher trainings on office policies, practices, and procedures.
 - Recommend and implement office policy, practice, and procedure improvements in coordination with leadership team.
 - Set new employees up with mailboxes, business cards, and name badges.
 - Ensure shared work spaces and copy areas have adequate and appropriate stock and supplies for effective operation.
 - Provide administrative support to directors and the Executive Director as requested.
- Operations
 - Coordinate and manage general office operations, including but not limited to:
 - Manage, order, and organize office supplies, kitchen food and supplies, and clinical supplies.
 - Manage and sort incoming and outgoing mail.
 - Monitor and manage equipment needs, repairs, and maintenance.
 - Keep all agency forms and flyers copied and stocked.
 - Keep lobbies, copy room, kitchen, file room, meeting rooms, and other common areas neat and organized.
 - Coordinate all agency and board events, including but not limited to:
 - Logistics coordination: location, food, set up, clean up.
 - Communicate with staff regarding dates.
 - Assist Executive Director with meeting scheduling, information, and coordination as needed.
 - Coordinate physical plant needs for the office and staff, including but not limited to:
- Human Resources
 - Provide backup assistance for agency payroll processing and, if necessary, process agency payroll.
 - Coordinate efforts to ensure safety and security of the office and train staff as necessary.
 - Maintain Material Safety Data Sheets.
 - Maintain Illness and Injury Prevention plan.
 - Coordinate with Human Resources and IT to provide quality onboarding experiences by having work areas ready for new hires.
 - Coordinate with Human Resources and IT to provide safe and secure off-boarding experiences.
- Bookkeeping
 - Manage relationships with agency-wide vendors and process related payables.
 - Collaborate with the finance, development, and billing teams to ensure daily cash logs are accurate and timely.
 - Assist billing, development, and finance teams as needed.
 - Mail vendor payments and file accounts payable documents.

QUALIFICATIONS

The applicant must share JFCS East Bay's mission and vision of social justice with these additional qualifications:

- **Work Quality:** Works independently and as part of a team and pays close attention to detail. Is exceptionally organized, efficient, highly motivated, able to handle multiple tasks at once, and take initiative when new systems need to be instituted.
- **Communication:** Has excellent interpersonal skills and can engage with people of all ages, cultural and ethnic backgrounds, sexual orientations, and genders. Is able to clearly communicate verbally and in writing and understand quickly when instructions are delivered
- **Integrity:** Ability to maintain strict confidentiality related to client, staff, and other agency information.

- **Problem Solving and Critical Thinking:** A proven ability to identify administrative needs, propose solutions, and lead the adoption of new processes.
- **Prior Experience and Education:** A minimum of three years of experience working as a receptionist and/or office manager. A high school diploma or higher or equivalent.
- **Computer Literacy:** Use technology effectively in the performance of the job, which includes learning, integrating, and accepting the use of new technology when appropriate. Confidence and fluency using MS Office (Word and Excel) and Google Suite (Drive, Gmail and Calendar).
- **Language:** Spanish fluency strongly preferred.

COMPENSATION AND BENEFITS

The hourly pay range for this position is **\$25 to \$30/hour**. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

TO APPLY

Please submit a thoughtful **cover letter and resume** to currentjobs@jfcs-eastbay.org. Please include your name, the title of the position, and "OFFICE MANAGER" in the subject line. Position open until filled.

JFCS East Bay is an Equal Opportunity employer that highly values diversity and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical, including HIV and AIDS), marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state, and local laws.