



Job Title: Office Coordinator  
Reports to: Executive Director  
Position Type: Full-Time, Non-Exempt

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## **Who We Are**

Family Promise of Waukesha County serves families with minor children who are experiencing or at risk of homelessness. We believe every person deserves dignity, has the capacity to identify their own solutions, and can secure permanent housing with proper community support. Our team is passionate, dedicated, and holds high expectations of one another, our families, and our volunteers.

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## **Summary of Role**

The Office Manager plays a critical role in the day-to-day operations of the organization by providing essential support to staff, clients, and volunteers. Key responsibilities include serving as one of the first points of contact, managing office operations, basic bookkeeping, providing some personnel support and organizing program logistics. This role also involves facilitating building and equipment maintenance and working with landlords to obtain necessary documentation.

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## **Competencies**

- Bachelor's degree in business, accounting, or a related field, or equivalent experience.
- Exceptional organizational skills with strong attention to detail.
- Self-starter with the ability to take initiative and follow instructions.
- High proficiency with QuickBooks, Google Drive (Docs, Sheets, Forms), Microsoft Office (Word, Excel, PowerPoint), Canva, and other data management systems.
- Ability to produce clear and accurate program and financial performance reports.
- Skilled at creating a welcoming and hospitable environment for families in crisis, volunteers, donors, and supporters.
- Assists in the management of personnel policies
- Excellent interpersonal skills and a trauma informed approach to others.
- Strong written and verbal communication abilities.

- Maintains confidentiality, professionalism, and healthy boundaries.
  - Strong problem-solving skills with a focus on big-picture thinking.
  - Proficiency in Spanish is a plus.
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## **Essential Functions**

### **Administration**

- Ensure the office operates efficiently and in an organized manner.
- Manage reception tasks, including phone inquiries, in-person greetings, accepts in-kind donations and mail processing.
- Track and maintain contact and referral databases.
- Oversee inventory and order office supplies as needed.
- Implement and improve office policies and procedures to maximize efficiency.
- Handle data entry tasks, including donor database updates, spreadsheet management, and basic bookkeeping.
- Maintain and report program statistics.
- Produces reports on client, service and financial data
- Coordinate organizational calendars (e.g., volunteer schedules, reservations).
- Assist the Executive Director with scheduling, meeting preparation, vendor relations, and special projects.

### **Financial Management**

- Process accounts payable and receivable.
- Perform basic bookkeeping tasks, including journal entries and reconciliation.
- Write checks and prepare monthly financial reports.
- Maintain records of gift card contributions and distributions.

### **Family Services**

- Manage logistics of shelter programs, including apartment lease renewals, volunteer meal schedules, and furniture setup.
- Coordinate volunteer schedules for cleaning and light maintenance tasks.
- Track client departures and manage quarterly follow-up surveys or focus groups.
- Organize and inventory supplies for families and programs.

### **Fund Development**

- Reconcile QuickBooks data with Bloomerang records.
- Provide administrative support for fundraising events, including the Golf Outing and Giving Day.

### **Facilities and Office Management**

- Coordinate facility maintenance tasks, including vendor scheduling for HVAC, plumbing, and elevator services.
  - Oversee vehicle maintenance and parking permits for staff.
  - Regularly communicate with cleaning services
  - Troubleshoot IT and phone issues as needed.
  - Monitor security systems (e.g., ADT and Ring Doorbell).
  - Assist the Executive Director with projects as needed.
  - Ensure compliance with workplace health and safety policies.
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## **Supervisory Responsibility**

- No direct supervision of staff; some oversight of volunteers.
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## **Work Environment and Physical Demands**

- Office-based role within a day center shelter, requiring regular interaction with guests, volunteers, and visitors.
  - Regular use of computers, phones, photocopiers, and filing systems.
  - Requires local travel during the business day and occasional evening/weekend hours.
  - Must have a valid driver's license and reliable transportation.
  - Ability to lift and move objects up to 25 lbs.
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## **Benefits**

- Competitive salary based on experience.
  - Health Reimbursement Account for premiums or deductibles.
  - Simple IRA with up to 3% employer match.
  - Paid time off.
  - Opportunity to work in a collaborative, growing agency committed to supporting families in need.
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## **Travel Requirements**

- Minimal travel within the local area during the business day.
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## **Other Duties**

This job description is not exhaustive and may be subject to change based on organizational needs. Additional duties may be assigned as needed.