MISSOURI COMMUNITY ACTION NETWORK
JOB DESCRIPTION

Job Title: Office Manager
Reports to: Executive Director
FLSA Status: Non-Exempt

General Description
The Office Manager reports to the Executive Director of Missouri Community Action Network (MCAN) to provide support for the Executive Director. Should share organization’s commitment to ending poverty and able to follow the code of ethics. Duties center on the general administration of the business affairs of MCAN.

Specific duties
- Assist the Executive Director in all aspects of the general administration of office business affairs.
- Monitor inventory of general office supplies and assist in the purchasing, in conjunction with other staff.
- Daily inspection and maintenance of office including preparing for and cleaning up after meetings/trainings in the MCAN office. Reorganizing office following major events, i.e. annual conference, legislative events.
- Work with a team approach to manage office meetings and trainings and adequately maintain files and documents. Regularly remind team members to turn in meeting sheets.
- Perform data entry and track responses from CAAs in NEON for various program support, services and activities, registrations, Grant Central (federal and state), membership, conference registrations, evaluations for trainings and Poverty Simulations (Survey Monkey), and Poverty Simulation orders.
- Answer MCAN’s business telephone and direct calls to appropriate staff and or agency.
- Process incoming and outgoing mail and enter postage information.
- Act as host for on-site MCAN meetings, which includes meal planning in advance, preparing break items and materials before the meetings and cleaning up after the meeting.
  - Set up and maintain AV
- Create agendas, meeting minutes and schedule Board of Directors and Finance Committee meetings.
- Maintain an accurate training/meeting calendar with attention to detail in Neon and Outlook.
- Make travel arrangements for staff when requested.
- Assist with Conference and other Special Event coordination.
  - Take the lead on tracking and solicitation of exhibitors and sponsorships for Conference.
  - Assist with meal selection, hotel rooms and BEO, as requested.
  - Assist with conference preparation
  - Other conference duties as assigned
- Work on the Poverty Simulation Kits by:
  - Responding to CAPS inquiries via telephone and email
  - Send out CAPS materials
  - Collect payment
  - Secure licensing agreements
  - Update CAPS manual as needed, and
  - Other duties related to the administration of CAPS.
- Maintain the copiers and postage meters. Monitor maintenance contracts.
- Support Membership activities
  - Answer questions about member benefits
  - Reconcile membership lists monthly
  - Send out membership materials
  - Keep membership materials up to date
- Proofread documents as requested
- Other duties as assigned.
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Education and Experience
Post high school training required in college, vocational, technical, or business school. Degree or practical certification preferred. Experience in the management of an office preferred.

Required Knowledge, Skills and Abilities
- Ability to prioritize and manage multiple projects effectively
- Ability to work on multiple work teams
- Ability to communicate effectively with other staff, Association members and the public
- Must have excellent telephone skills
- Must have excellent verbal and writing skills
- Must possess skills in MS Office applications (Word, Excel, and Access)
- Ability to operate normal office equipment
- Ability to remain flexible and to perform multi-tasking
- Ability to establish and maintain harmonious working relationships with other staff and the public
- Ability to understand and follow oral and written directions

Must be able to travel as required; and have own insured transportation. Must be bondable. Must be willing to work in a team environment and coordinate all activities with other staff. Must be able to lift 25 lbs.

Revised November 23, 2022