



National Council of Jewish Women, San Francisco Section
2000 Van Ness Avenue, Suite 411
San Francisco, CA 94109

Office Manager Job Description

Title: Office Manager

FLA Status: Exempt, full-time

Reports to: Executive Director of NCJW-SF

Date: October 2, 2022

Organization Description

The National Council of Jewish Women, San Francisco Section (NCJW-SF), is a volunteer organization that has been at the forefront of social change for over a century. Inspired by Jewish values, NCJW-SF works to improve the quality of life for women, children, and families and to ensure individual rights and freedoms through programs and projects carried out in collaboration with NCJW sections, community, and government partners, and over 90,000 NCJW members nationwide. Our website is www.ncjwsf.org.

NCJW network of independently incorporated sections is

- The oldest volunteer Jewish women's organization in the United States;
- Dedicated to improving the lives of people of all races, religions, and economic backgrounds; and
- Focused on safeguarding individual rights and freedoms for all, with special emphasis on women and children.

For more than a century, NCJW-SF has been championing the needs of women, children, and families while courageously taking a progressive stance on issues such as child welfare, women's rights, and reproductive freedom.

NCJW-SF works in four policy and program areas, realizing its mission through advocacy, education, and direct service:

- 1. Fighting Human Trafficking and Violence through operating** a) The San Francisco Collaborative Against Human Trafficking (SFCaHT); b) The Jewish Coalition to End Human Trafficking (JCEHT); and c) the San Francisco Human Trafficking Hotline (SFHTH)
- 2. Promoting Civic Engagement through** a) Legislative advocacy; b) Protecting reproductive freedom and voter engagement; c) Promoting diversity and racial justice; and d) Ensuring fair Federal bench appointments
- 3. Empowering Women, Children and Families through** a) Advancing women's equality and leadership; b) Caring for children and families; c) Fighting violence against women; and d) Protecting immigrants
- 4. Advancing Social Justice in Israel through** a) Strengthening civil society in Israel; b) Expanding equality in Israel; and c) Promoting Israel's progress in social justice

POSITION DESCRIPTION

The Office Manager is the right hand to the Executive Director, responsible for administrative aspects of the Hotline (75%) and the organization as a whole (25%). The Office Manager complies with the NCJW-SF Handbook and Accounting Manual, as well as the mission and goals of the organization.

Hotline Administration

1. Implements and manages a tracking system for calls to the Hotline, maintaining confidentiality.
2. Communicates and has a relationship with the phone center software provider, Dialpad, Inc. to solve problems
3. Assists in developing outreach materials for the Hotline's marketing plan.
4. Assists in implementing a marketing plan to reach end users of the hotline.
5. Creatively identifies targets for marketing materials.
6. Reports on the success of the marketing plan using Google Analytics, etc.
7. Keeps a file of success stories.
8. Prepares invoices on a monthly basis documenting work of advocates and other expenditures of the Hotline; with the Executive Director's approval, sends invoices to Safe House and Justice At Last for payment.
9. Maintains and analyzes the demographic data collected by the Hotline
10. Creates reports about callers' demographics and referrals via the Hotline.
11. Maintains and updates the website pages referencing the Hotline on the NCJW-SF and SCAHT websites.
12. Maintains and updates the web resource Directory of Services for Survivors of Human Trafficking on the SCAHT website.

Office Administration

13. Answers telephone inquiries
14. Opens and distributes mail; mails outgoing materials
15. Keeps calendar on the NCJW-SF website of Section events and activities and on the SCAHT website of SCAHT events and activities
16. Prepares for meetings: sets up room, prints agenda and other materials
17. Establishes and monitors tracking systems for inventorying and ordering supplies,
 - a. equipment usage, and storage of office materials; orders office supplies
18. Maintains the files of the organization, both hard and soft copies as appropriate
19. Records online donations, membership dues payments and other transactions
20. Coordinates with accountant to provide any needed files
21. Provides timely reports to the Board of Directors at meetings and between meetings as requested
22. Communicates any human resource or Insurance compliance issues to the Executive Director and Treasurer
23. Tracks donations, membership dues payments and gifts to NCJW-SF;
24. Sends thank you notes for donations, membership dues and gifts via check and online within one week of receipt
25. Acts as liaison with vendors

Membership and Outreach

26. Works with Executive Director to maintain contact with NCJW-SF members and assists in recruitment of new members
27. Manages annual membership renewal campaigns, including preparing mailings, answering inquiries; tracking responses to membership appeals
28. Creates and maintains tracking systems for membership, programs, and attendance at programs; keeps membership roster up to date
29. Manages NCJW SF's and SCAHT's websites, Facebook fan pages, MailChimp communication platforms, and other social media and communication platforms
30. Maintains membership communications, including formatting, editing, producing, and distributing a quarterly newsletter. Solicits article creation participation from members.
31. Produces monthly email update to members

Program Support

32. Staffs the meetings of the Board of Directors and committees; prepares and sends out meeting notices; takes notes and drafts minutes

33. Works with volunteers to organize and implement community service programs
34. Works with Board members to coordinate member events and meetings
35. Supports Board members and volunteers at off-site functions as needed

Qualifications

- Bachelors degree required
- Minimum of 3 years work experience as an office manager or administrative assistant required; at least 1 year of bookkeeping experience preferred
- Experience working in a non-profit organization preferred
- Significant experience using Microsoft Office (Excel, Word, Power Point Publisher & Outlook);
- Knowledge of QuickBooks, Zoom, MailChimp, WordPress, FatCow, and SalesForce or the ability to learn them quickly is required
- Significant experience using social media
- Strong organizational and time management skills; detail-oriented and conscientious about work quality
- High level of professionalism in both demeanor and conduct, with the proven ability to communicate effectively on the phone, in person, and in writing
- Ability to troubleshoot regarding computer software, hardware, and network issues
- Strong initiative, energy, and creativity; ability to work independently
- Flexible, adaptable to change, and willing to acquire new skills in an evolving work environment
- Interest in working in the Jewish community

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

This is a full-time position with excellent benefits and a salary commensurate with experience.

The National Council of Jewish Women San Francisco Section is an Equal Opportunity Employer and does not discriminate based on the following protected categories: Race, Color, Creed, Religion, National origin, Ancestry, Age, Sex, Sexual Orientation, Gender identity (transgender status), Domestic Partner status, Marital status, Disability, AIDS/HIV status, Height, Weight. NCJW-SF offers benefits equally to employees with spouses and employees with domestic partners, and to the spouses and domestic partners of such employees.

Per the San Francisco ordinance on the Domestic Partner Benefit Policy the National Council of Jewish Women-SF Section offers the following employee benefits equally to employees with spouses and employees with domestic partners, and to the spouses and domestic partners of such employees:

- *Medical (Health Care) Reimbursement*
- *Social Security and Medicare*
- *Bereavement Leave*
- *Family Leave*
- *Parental Leave*
- *Sick Leave*
- *Disability Leave*

Domestic partners are defined as couples who are registered with any state or local government domestic partner registry. This applies to both same-sex and different-sex couples. Any requirements for proof of relationship and waiting periods are applied equally to domestic partnerships and marriages. Domestic partner registry certificates are acceptable as fully equivalent to marriage certificates.