



Position Information: Front Office Manager & Organization-Wide Program Support

Supervised by: Building Healthy Families Executive Director/ Board of Directors

Starting Salary: \$15.00-\$17.00 per hour

Hours: Full-time, benefitted position 32-40 hours per week

Position Overview:

This position works directly with the Executive Director of Building Healthy Families and includes working the front desk, managing front office resources and supporting day-to-day operations and infrastructure of Building Healthy Families. The position also includes direct and indirect program supports.

Essential Responsibilities:

General Administrative & Front Office Duties

- Assist in the day-to-day operations of Building Healthy Families. Examples include staff/program calendars, general knowledge of programs and staffing, supporting program staff as appropriate
- Receive incoming telephone calls as well as walk-in visitors and clients
- Work with staff to register families for program opportunities
- Manage front office resources including Harvest Share, Diaper Bank and other programs
- Daily opening and closing of the office as needed
- Attend meetings and prepare minutes as assigned
- Support in marketing, family resources and advertising for all BHF Programs
- Support BHF Staff and programs with mailings and communication
- Work with all staff to maintain overall building organization and cleanliness-recycling, clean-up, organization, stocking of cleaning items, copier troubleshooting, etc.
- Management of BHF Vehicles- tracking use/mileage, scheduling maintenance

Program Support-Indirect Service Provider

- Work with BHF staff to create materials and resources for children and families. This may include:
 - Story Time To Go Kits
 - Resource Packets
 - Clinic Waiting Room Activities
 - Parent Education Meals/Materials
 - Materials for community events, special programs and partner activities

Program Support- Direct Service Provider

- Work directly with children and families in a variety of direct service opportunities which may include:
 - Exploration After School Program
 - Playgroups & Story Times
 - Tutoring/Mentoring Program
 - Summer Exploration Camps
 - Early Head Start
 - Alternative Education Classroom
 - Community Events

Confidentiality:

Building Healthy Families employees are required to respect the confidentiality of all clients. Any records concerning specific clients are confidential. Any information passed on is considered violation of privacy and will be treated as a breach of confidentiality. This includes information about children or families, personnel issues, labor relations matters, including bargaining strategies and other program operations as appropriate. Refer to BHF Policies and Procedures manual for more information on confidentiality.

General Requirements:

- Employees of Building Healthy Families aspire to the following:
 - *A commitment to the agency's mission, vision and values*
 - *A commitment to equipping children and all who care for them for lifelong success*
 - *A commitment to excellence in everything we do*
 - *A commitment to positive performance and a welcoming culture*
 - *A commitment to outcomes, measured results and quality improvement*
 - *A commitment to innovation and to what is possible*
- Program Participation and Team Member
 - Be present at work in order to provide consistency of services
 - Arrive to work on time; punctually attend and actively participate in all required activities, meetings and trainings
 - Be a respectful, cooperative and reliable team member and participate in program activities
 - Project a professional work image, both in dress and manner
 - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.

Experience and Skills Requirements:

- Experience in general office management & Customer Service
- Passion for working to support children and families
- Ability to multi-task in a fast-paced working environment
- Exceptional leadership skills
- Excellent written and verbal skills
- Self-starter: ability to take on tasks with little direction and oversight

- The ability to work cooperatively with a variety of state and local agencies and service providers
- Commitment to Building Healthy Families' overall goals and mission
- Experience providing services to multi-cultural communities (preferred)
- Knowledge of basic computer skills including use of Microsoft Office (Word, Excel, Publisher and Power Point), email, and internet
- Willingness to provide emotional, social, and practical support within limits.
- Knowledge of one's boundaries and ability to set limits with others.
- Recognition that all people have strengths and they need to discover and use them.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Frequently bend and kneel
- Maintain the safety of the environment and children through visual, auditory and smelling senses
- Make precise arm-hand positioning movements and maintain static arm –hand positions
- Make skillful, controlled manipulations of small objects
- Perform regular sanitation of office and equipment which may require the use of broom, carpet sweeper and mop

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions

Work Environment/ Conditions:

- Requires working indoors in environmentally controlled conditions
- May require working in outdoor environments
- Requires exposure to cleaning fluids and sanitizing agents
- Job tasks are performed in close physical proximity to other people

Safety:

Apply safe practices in the performance of duties

- Reporting of unsafe or hazardous working conditions and/or any injury immediately
- Complying with Agency safety standards
- Participating in emergency drills
- Promote a culture of safe environments in the workplace

Agency-Wide Requirements:

- Current enrollment in the Oregon Background check (depending on position)

- Ability to drive a private or Agency vehicle; must possess a valid driver's license and personal automobile, as well as proof of insurance, or provide a plan that will allow fulfillment of position requirements. A DMV record check will be conducted prior to hire.
- Desire to work with culturally and socioeconomically diverse population including children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

Benefits:

- After a probationary period, benefitted positions include accrued vacation/sick leave, paid holiday, employee only medical/dental, retirement, AAA, Life Flight. Details available upon request.

Building Healthy Families is an Equal Opportunity Employer