



EAU CLAIRE AREA HMONG MUTUAL ASSISTANCE ASSOCIATION, INC.

1320 W. CLAIREMONT AVENUE, EAU CLAIRE, WI 54701 PH: 715.832.8420

To empower people, promote leadership and educational advancement, enhancing economic development and self-sufficiency, strengthening the health and well-being of families, and promoting and preserving traditional culture practices and customs.

Eau Claire Area Hmong Mutual Assistance Association, Inc **Office Manager Job Description and Responsibilities**

Position Summary:

The Office Manager position is to provide administrative assistance to the Executive Director and to agency staff with programming needs as well as coordinating and providing interpretation services at local hospitals and clinics, Rice Pantry coordination, and manages the overall data keeping of the programs. Office duties may include but is not limited to clerical work, client intake, providing supportive services, organizing event, office supplies inventory, data collection, data entry, assisting clients with as needed, providing translation and interpretation and/or other duties as designated by the Executive Director.

Principal Duties and Responsibilities:

1. Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
2. Point person for maintenance, mailing, shipping, supplies, equipment, bills and errands.
3. Manage relationships with vendors, service providers and interpretation, ensuring that all items are invoiced and paid on time.
4. Allocate cleaning tasks and assignments to subordinates and monitor their performance.
5. Responsible for recruiting volunteers for the office and providing orientation and training to student interns and volunteers.
6. Responsible for developing standards and promoting activities that enhance agency office supplies and food pantry inventories.
7. Ensure filing systems are maintained and current.
8. Implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
9. Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
10. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
11. Communicates concerns of the organization and client needs with co-workers and management daily to assure efficient operation of the organization. Includes but is not limited to personal care items for the client, program needs, office supplies and maintenance needs.
12. Attends and participates in meetings within the organization as assigned by supervisor.
13. Attends and participates in planning and is present at functions that promote the organization.
14. Assures appropriate and timely record keeping including but not limited to entering daily data (includes computer and paper forms).
15. Complete necessary program reports, food pantry, housing, etc.
16. Assist in gathering information for grant purposes.

Qualifications:



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- A high school diploma is required as well as a combination of relevant employment and or life experience including previous work in an office or customer based-setting and/or experience with providing interpretation/translation services.
- Bilingual in spoken Hmong and English is required. Prefer both spoken and written bilingual skills.
- The ability to provide excellent customer service to clientele is essential as the Office Manager will be the first point of contact with clients, partner agencies and/or funders.
- Ability to maintain confidentiality is required.
- Ability to maintain and practice professionalism under stress is required. Experience with crisis intervention and knowledge of community resources is desired.
- Proficiency with productivity software such as Microsoft Word, Excel and QuickBooks is preferred.
- The ability to maintain a positive work atmosphere by acting and communicating in a manner that promotes honesty, integrity and cooperation with clients, co-workers, management and the general public is needed.
- Must have own transportation and motor vehicle insurance. Must be a team player and demonstrate a willingness to positively contribute to the growth and development of ECAHMAA's mission and values.

Salary: Compensation is based on education and work/life experiences.

Benefits: Employees can earn up to two weeks of paid vacation, one week of sick leave, three days of personal days off per year, health insurance and paid holidays after successfully completing 90 days of probationary employment.

Hours:

This position is full-time. The ability to work flexible hours is necessary with the majority of hours to be worked Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Evenings and weekends are required as needed for interpretation services. 80 percent of time is designated for office management/program coordination and 20 percent on interpretation coordination. Travel is required as the OM will have to travel for interpretation appointments.