

Job Description: Office Manager

\$15 per hour

Up to 15 hours per week (10-12 hours/week most weeks)

Open Until Filled

The Parktown Food Hub is a leader in food security and community building in Durham, NC. We value dignity and quality in all facets of our organization. Our Office Manager will work closely with our team to ensure all administrative needs are met. The Office Manager is a self-directed, highly organized, and detail-oriented individual with experience in using the Google Suite of products, comfort with written and oral communication and customer service. They work closely with a diverse group of individuals in a compassionate manner. The individual keeps close track of office processes and ensures all administrative work is up-to-date and organized. The position is primarily Mondays and Wednesdays from noon to 6 pm, but may require occasional evening and weekend shifts for special events.

Knowledge, Skills, and Professional Competencies

The following are required for this position:

- High School Diploma or equivalent
- Ability to work with a diverse group of individuals in a compassionate manner
- Experience working with current online technologies (Google Sheets, Google Docs, Microsoft Office/Excel, etc., social media, etc.)
- Organization
- Reliable transportation to and from the Parktown Food Hub

Desired Professional Competencies:

- Ability to cultivate and maintain positive rapport with peers, clients, volunteers, and community partners
- Recognizes diversity in gender, race, culture, and other differences and actively seeks perspectives and an understanding of differences that support a healthy and vibrant organization
- Creative, innovative approach to job responsibilities
- Capacity to organized in a dynamic environment with mostly volunteer staffing

Duties and Responsibilities

- Respond to phone calls, texts, emails, and in-person inquiries from people seeking food assistance
- Respond to phone calls, texts, emails, and in-person inquiries regarding volunteering and food donation
- Assist donors and clients at front door during non-distribution hours
- Maintain all files for organization
- Develop and maintain knowledge of all organizational software and databases
- Prepare large-quantity postal and electronic mailers for distribution (appeal letters, newsletters, thank you notes, etc.)
- Work with CEO and communications team in preparing regular and occasional reports for staff, external communications, and partner agencies

- Work with Vision Board Secretary to maintain board meeting records, files, policy manuals
- Work with communications team to maintain consistent social media posts
- Assist organization with website updates
- Maintain donor database, including up-to-date donations, addresses, other contact information
- Prepare and mail tax letters and thank-you cards for monetary and in-kind donors
- Prepare and distribute necessary reports to Food Bank of Central and Eastern NC and other food rescue partners
- Work with treasurer and other engaged parties in maintenance of client database to ensure the organization has correct and appropriate data needed for grants and other fund development
- Work with Treasurer to maintain receipts and other financial records
- Maintain confidentiality regarding all client, donor, and volunteer information
- Maintain knowledge of referral agencies in the area
- Other duties as assigned

Physical/Environmental Demands

The work being performed will be about 75% at a desk. The job may also include running errands and on occasion assisting in front-line pantry work. The ability to periodically lift up to 50 pounds, bend, twist, and kneel are desirable.

Application Materials Required

- Letter of Interest
- Resume
- Three Professional References

Date to Apply and Address for Submission

Submit application to parktownhub@gmail.com, with "JOB APPLICATION" in the Subject line. Applications must be submitted by email. **Complete packets only, please.**

The position will be open and applications accepted until filled.

For questions about the position or application process, call Pastor Sharon Schulze at 984-484-8475. Applicants may request accommodations needed to participate in the application and selection process. The Parktown Food Hub will make requested accommodations if possible. The Parktown Food Hub does not discriminate on the basis of race, color, religion, sex (including pregnancy), age, marital status, sexual orientation, gender identity, national origin, creed, citizenship status, disability, veteran status, or any other classification protected by applicable discrimination laws or Parktown Food Hub policy and values.