

Central Office Manager Job Description

Description/Purpose

The Central Office Manager (OM) is the key person who makes sure things get carried out—in good order, efficiently, in fiscally responsible ways, and with everything needed to serve our mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. This involves sequencing tasks, resourcing, and communicating clearly to the team. The OM brings to this work foresight, attention to detail, ability to manage multiple administrative tasks, and joy in helping others succeed. This individual will work with all CPC departments to manage mailings, printings, and supplies, manage administrative volunteers, and assist with data entry. This position reports to the Vice President of Administration.



Responsibilities

The successful candidate will:

- Plan and execute all mailings, including bulk mailings
- Organize and place supply orders for our administrative office and centers
- Maintain and/or update donor information
- Lead, train, and coordinate administrative volunteers
- Perform a variety of data entry tasks
- Plan, lead and coordinate administrative tasks for special events
- Lead everyday office duties for our administrative office including, but not limited to, light cleaning and keeping common areas organized
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication within the team and other departments
- Fulfill receptionist responsibilities as needed when volunteers are absent
- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Reinforce the humanity of the unborn child with patients, their guests, staff, and others
- Be able to share the gospel with patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication
- Work with vendors, service providers, and/or volunteers as needed
- Perform other duties as assigned, dependent on organizational needs and employee skills

Qualifications

Professional

The successful candidate will:

- Be an innovative thinker able to come up with solutions to office issues
- Demonstrate a bias toward action and create a positive experience for others
- Possess a genuine desire to meet the needs of others
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Be detail-oriented, particularly regarding mailing preparations, data entry, and verification
- Be self-organized, efficient, and capable of follow-up
- Demonstrate the ability to establish and maintain effective relationships and partnerships with donors, volunteers, vendors, and staff
- Function as a team player
- Lead with strong written and oral communication skills
- Thrive and be flexible in a fast-paced, changing, and challenging environment

Education/Experience

The successful candidate will:

- Have prior administrative or office experience
- Demonstrate excellent computer skills, especially typing, data entry, and communication via email and other office media
- Have proficiency in Microsoft Office products; experience in Excel and Access preferred
- Have prior experience with bulk mailing (preferred)
- Associate's Degree or higher in a related field (preferred)

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Statement of Principle, Statement of Faith, and Core Values
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values

Schedule

The Central Office Manager is a regular position that may be full-time or part-time. The position requires physical presence at the CPC Admin Office, though some routine tasks may be accomplished remotely contingent upon the demonstrated responsibility of the employee, office

coverage, and the needs of the ministry. The Central Office Manager will be expected to be available 4-5 days a week for 5-8 hours per day, depending on whether selected for part-time or full-time. Workdays will begin no later than 8:30am regardless of whether selected for part-time or full-time. Occasional work in the evenings and weekends will be required to support events and the management of bulk mail volunteers.

Compensation and Review

Compensation consists of a competitive salary dependent on the qualifications and experience of the successful candidate.

On a semiannual basis, the Central Office Manager may be given a formal performance review by the Vice President of Administration.

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