

Office Manager Wanted

Company Description

Dreams of Hope (www.dreamsofhope.org) is a 501(c)(3) non-profit organization. Through the power of the arts, Dreams of Hope provides the region's lesbian, gay, bisexual, trans, queer, questioning, asexual, and allied (LGBTQA+) youth a welcoming environment to grow in confidence, express themselves, and develop as leaders. Their creative contributions educate audiences, build awareness, and increase acceptance.

Position Overview

We are looking for a multi-talented and resourceful person who knows how to do a lot of different things, and is willing to learn how to do a lot more, to join our team as Office Manager. This highly versatile person will serve as the first point of contact with the public – in person, on the telephone, through correspondence and email, and on the internet. Additionally, this person will organize and coordinate administrative operations and procedures, in order to ensure organizational effectiveness, efficiency, and safety. This is a part-time position, averaging twenty (20) hours per week, that reports to the Executive Director.

The ideal candidate will be experienced in handling a wide range of administrative tasks and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible, and enjoy the administrative challenges of supporting an office of diverse people. Dreams of Hope is a small and dynamic organization. The person selected will need to be able to deal effectively with constant change while working in a fast-paced environment.

Administrative/Operational Responsibilities

- Serve as the point person for maintenance, mailing, shopping, supplies, equipment, bills, and errands
- Organize and schedule meetings and appointments
- Organize office operations and procedures
- Organize office space and materials
- Provide administrative support for events
- Provide administrative support to other staff members
- Coordinate human resource needs including hours reporting and clearances

Financial Responsibilities

- Keep the organization's books, ensure accurate and timely reporting
- Process payroll
- File and pay taxes
- Pay the bills
- Manage relationships with vendors, service providers, and landlord
- Manage administration budget
- Manage grants

Communication Responsibilities

- Basic reception including answering general inquiries, phone calls, emails sent to info@dreamsofhope.org, and office visitors
- Support program communications
- Coordinate production and dissemination of monthly e-newsletter
- Design, print, and assemble small publications, such as flyers and program booklets
- Maintain and update website
- Support social media communication
- Support design of other digital communication as needed

Desired Capabilities (Applicants do not need to have 100% of these capabilities to apply.)

- Proven office management experience
- Knowledge of office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Proven bookkeeping experience
- Attention to detail and problem solving skills
- Experience using PayCycle
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in Microsoft Office, QuickBooks, Salesforce, MailChimp, the Google suite of products
- Experience using Facebook and Twitter
- Some experience using Photoshop
- Ability to maintain and update a website architected on Wix
- Proven experience working with and supporting the LGBTQA+ community
- Proven experience working with diverse cultures, races, and ethnicities

Dreams of Hope provides equal employment opportunities without regard to race, color, religion, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, ethnicity, or veteran status. Members of the LGBTQA+ community and People of Color are encouraged to apply.

Send résumé and cover letter to info@dreamsofhope.org or mail to:

Human Resources
Dreams of Hope
P.O. Box 4912
Pittsburgh, PA 15206

If you have questions, please call (412) 361-2065 or send email to info@dreamsofhope.org.