



Office Manager

Job Title: Office Manager –Full-time 37.5 hours/week plus benefits

Hiring Range: \$50,000-\$55,000 per year depending on experience

Prepared Date: December 16, 2022

Mission Statement of the Grand County Rural Health Network is “We work in partnership to advocate for and support the health of our community.”

Position Summary:

Join an exciting, growing team as office manager. You will provide oversight and coordination of all organizational operations including day-to-day management of two office locations, website, social media, and fundraising. Provides administrative and HR support to leadership team. Must be highly skilled in Microsoft Office and web-based applications. Based in Hot Sulphur Springs, requires travel within Grand County. Detail-oriented self-starters with a can-do attitude are encouraged to apply.

Send cover letter and resume to: Jen Fanning, Executive Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email jfanning@gcruralhealth.org.

Supervision Received:

Office Manager reports to and receives general direction from the GCRHN Strategic Development Director. Works closely with GCRHN Executive and Associate Directors and other staff.

Supervision Exercised:

None.

Essential Functions:

1. Develops and manages office support functions for effectiveness, efficiency, and responsiveness.
 - a. Manages office supply and equipment inventory. Places orders as needed.
 - b. Receives and sorts incoming mail and deliveries, and manages outgoing mail.
 - c. Assumes receptionist duties, answers phone, route calls and take messages. Includes conducting simple intakes with clients as needed and making appropriate referrals.
 - d. Develops office policies and procedures, and ensures they are implemented appropriately.
 - e. Establishes and maintains filing systems.
 - f. Assists with office layout planning and office moves, and with managing and maintaining IT infrastructure.
 - g. Manages office budget.
 - h. Identifies opportunities for process and office management improvements. Design and implement new systems.
 - i. Provides other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports.
2. Interfaces with outside vendors. Manages and tracks all transactions.
 - a. Prepares expense and deposit vouchers for office and program vendors.
 - b. Manages vendor communications and scheduling when applicable.

3. Arranges the scheduling of meetings and meeting preparation. Takes minutes as assigned. Includes:
 - a. Board of Directors monthly meetings.
 - b. Bi-monthly staff meetings.
4. Supports human resources management and administration. Includes, but not limited to:
 - a. Creating onboarding packet.
 - b. Scheduling annual evaluations.
 - c. Updating HR documents, including policies and procedures, evaluations, training materials.
 - d. Managing training materials updates and creating and supporting onboarding materials.
5. Supports coordination and administration of organizational marketing calendar. Includes:
 - a. Supporting print materials, social media, and e-newsletter.
 - b. Interfacing with vendors to coordinate marketing calendar as needed, with support from marketing team.
6. Manages content creation and updates on websites. Includes:
 - a. Maintaining and updating GCRHN website: www.gcruralhealth.org;
 - b. Supporting Resource Coordinator with updates on www.healthygrandcounty.org.
 - c. Communicating with outside partners to ensure appropriate organizational representation.
7. Leads fundraising event administration, including:
 - a. Managing event timeline.
 - b. Facilitating vendor contracts (e.g., Requests for proposals, contract execution and implementation).
 - c. Communicating with donors and sponsors.
 - d. Maintaining donor database and mailing lists.
 - e. Recording checks and donations and prepares thank-you letters.
 - f. Creating and maintaining donor acknowledgement calendar.
 - g. Preparing documents and other administrative functions as assigned.
 - h. Managing event committees and supervision of event volunteers.
8. Updates and maintains contribution and communication database. Includes:
 - a. Tracking donor and grant contributions. Prepares and manages thank-you letters.
 - b. Updating individual and household contacts.
 - c. Managing organizational communications, such as newsletters, print and social media, with marketing team support.
9. Provides administrative support for collective impact, community organizing lines of service. This could include:
 - a. Scheduling meetings and supporting meeting preparation and follow-up.
 - b. Updating and managing database to support ongoing evaluation and reporting.
 - c. Supporting communications, marketing, and bulk communications.
10. Assists with the completion of necessary reports as requested.
11. Supports organizational volunteer functions, including but not limited to:
 - a. Coordinating volunteer schedules with volunteer team.
 - b. Tracking volunteer hours and engagement in database.
 - c. Supporting communication with volunteers as needed.
12. Assures compliance with all aspects of Network's mission, vision, goals, activities, and budget.
13. Leads projects and assignments as assigned by the Executive or Associate Director or Strategic Development Director.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Education:

Bachelor's degree preferred, or 4 years minimum work experience in office management, human resources administration, or communications/marketing.

Experience with health and human services preferred. Bilingual English-Spanish preferred.

Knowledge, Skills & Abilities:

- Ability to greet and meet public and professionals in a positive and professional manner.
- Exceptional attention to detail.
- Strong problem-solving skills and analytical abilities.
- Preferred experience in meetings and other event coordination.
- Skill in written communication to write reports, prepare minutes and proposals.
- Skill in verbal communication to direct, facilitate and develop relationships.
- Ability to provide objective education and assistance.
- Ability to be resourceful and proactive when issues arise.
- Communicates effectively and professionally with staff, clients, and partners.
- Able to effectively utilize computer software and hardware provided.
- Skill in use of Microsoft Office, Google, Internet, and social media platforms. Experience with database usage preferred.
- Ability to establish and maintain effective working relationships with donors and partners.
- Ability to engage and respect a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Preferred knowledge of Grand County healthcare services and organizations.

Physical Demands: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Vaccine Requirements: Our contractor for the Care Coordination Program, Rocky Mountain HMO, mandates GCRHN employees are fully vaccinated in order to do this work. Therefore, employees are mandated to be fully vaccinated and submit proof of vaccination at the time of hiring.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is the normal level found in a shared office.

Benefits: Employees of the Grand County Rural Health Network are also eligible for our benefits program, which includes medical insurance beginning the first day of the month after you start, 401(k), vacation time, sick pay, flex hours, and 30% working from home, and other benefits which will be described in more detail in both the employee handbook and orientation package.

Trial Period: New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation and working from home option 30% of the time.

Core Competencies: The following core competencies are required for this position.

- **Continuous learning and reflection:** There's always more to know out there, and you're hungry for it. You absorb information from your colleagues, your work, and from keeping up with your field. If something doesn't make sense, you ask questions until it does, and you apply what you learn in your work. You are not afraid to take risks even though it means that you will make mistakes. And you *WILL* make mistakes. You are reflective about your own practice, and give yourself the grace to make mistakes, name them, and learn from them. With your continuous learning and reflection practice, you grow from your mistakes and make yourself and the organization better for it. This practice is encouraged and supported. When you give yourself grace to make mistakes and strength to learn from it, we give you grace and support your strength.
- **High volume, high efficiency:** We're pretty busy here, and doing your job contributes to making it easy for the entire team to do their jobs. You maintain systems for keeping tasks from slipping through the cracks. You're able to juggle competing demands and prioritize without sacrificing quality. You get back to people in a timely manner and take pride in providing clear, helpful information. If you are unclear of your tasks or how to prioritize, you ask for help in a timely manner and try different tools and feedback during a timely implementation process. You anticipate two to three steps ahead for each task you are working on and move to address them. You anticipate questions and try to answer them before they are asked.
- **Attention to detail:** You aim to leave things better than you found them. As the owner of our [database, website, etc.], you notice and fix errors that others might overlook. When mistakes happen (which they will!), you address them quickly and look for ways to prevent similar errors.
- **Initiative and ingenuity:** You leverage resources creatively to solve problems and dive right in to take a concept from idea to implementation. You often consult with others, but you can also propose solutions in the best interest of the people we serve and the organization and get things rolling without much guidance. You provide timely and complete updates to your supervisor and/or team, even when that means there is little movement. By doing this, you illustrate your initiative and ability to work on a high functioning team.
- **Ownership and resilience:** You care deeply about getting results. You gather information, seek input, and drive work forward to the finish line. You think 3 (or 30) steps ahead to develop solutions, anticipate problems, and course-correct when needed. You hold a high bar even when things are hectic and bounce back from setbacks by turning each hurdle into a learning opportunity.