

JOB DESCRIPTION

Job Title: Information & Referral Officer/Office Manager
Supervisor: Associate Director of Development and Communications
FLSA Classification: Exempt
Status: Full-time

Position Overview:

The I&R Officer/Office Manager supports NAMI NJ, a non-profit agency, in day-to-day functioning through case management, general office support, staff management, program and administrative support. Maintains a positive working environment through organization and support of team members. Individual should be a team player and seek ways to enhance services through supporting team members and the overall functioning of the agency.

Essential Job Functions:

Case Management Support

- Field information and referral requests as the first point of contact for the public – through phone, email and letter, and provide connection with services;
- Coordinate and provide referrals that are safe, timely, effective, efficient, equitable, and client-centered;
- Take the extra mile and interact with families to keep track of their progress and to ensure satisfaction;
- Record referral information, complete accurately all necessary forms and produce statistical reports.

Communications & Outreach Support

- Coordinate collating of communication and marketing materials for outreach programs and other events;
- Create and/or customize marketing and advertising collateral;
- Staff outreach programs and events as needed.

Enhance organizational functions through support and flexibility

- Point person and manager of service contracts, including but not limited to technology and maintenance;
- Organize and maintain HR items, including days off, time sheets, etc.;
- Responsible for pre-employment communication, on boarding (including supplies and technology needs), and continued support for new hires;
- Assist with technological needs and access for agency staff;
- Ensure professional appearance of office;
- Manage office coverage calendar: schedule appointments and meetings in conference room, ensure that phones have coverage during office hours;
- Assist in organization of/attendance to events, meetings and fundraisers, as assigned;
- Perform routine office support functions, including managing office mail, printing, scanning, and filing as needed;
- Assist with administrative functions of the agency, including data entry into databases (donor, membership, mass email);
- Ensure safety by completing or scheduling general maintenance of building/grounds, through connection to landlord and cleaning service;
- Manages inventory of office supplies, paperwork, equipment, and apparel: track and purchase office supplies;
- Greet visitors and clients in a positive and professional manner at office and via phone;

- Receive and route incoming calls and take messages when appropriate.
- Other related responsibilities as assigned.*

Supervisory Responsibilities:

This position has no direct and indirect supervisory responsibilities.

Education & Experience:

- Bachelor's degree in a related field required, 3-5 years' experience in relevant field preferred, experience in case management and/or office management preferred.

Skills Required:

- Excellent written and verbal communication skills;
- Strong organizational skills and attention to detail;
- Ability to work collaboratively within a team environment and across teams to plan and implement programs and initiatives;
- Ability to respond to and prioritize competing demands;
- Proficiency with Microsoft Office suite required, and knowledge of social media preferred;
- Ability to work in a fast-paced work environment and meet tight deadlines;
- Ability to work independently with minimal supervision;
- Capable of building and sustaining relationships with a diverse constituency;
- Commitment to diversity, equity, inclusion and belonging principles; and
- Organized, detail oriented, able to adhere to timelines and prioritize and manage multiple projects simultaneously.

Physical Demands:

- Must be able to lift up to 20lbs;
- Must be able to sit for long periods of time and use their hands and fingers to handle or feel;
- Must be able to exchange accurate information in via verbal in-person and telephone communications and written via electronic communications; and
- The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.

Working Conditions:

- Working conditions are normal for an office environment; noise level in the work environment is usually quiet to moderate; and
- Must be available to work some nights and weekends.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. NAMI New Jersey's management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

To apply:

Please send cover letter, resume and writing sample to Deb Walker at dwalker@naminj.org