



Office Manager, Scattered Site Housing

The Urban Ministry Center is an interfaith agency dedicated to bringing the community together to end homelessness, one life at a time.

UMC has five core values it uses when hiring and evaluating staff members. These are:

Heart for the Work

The UMC staff is truly passionate. We love what we do. We endeavor to be the very best at helping the people we serve, and our colleagues succeed, even when no one is watching

Kind and Compassionate

The UMC staff is kind and compassionate. We offer comfort and strength, hope and support to each other and to the people we serve.

Results Oriented

The UMC staff is results oriented. We do not give up, even when faced with obstacles; utilizing flexibility and creative thinking.

Self-Care

The UMC staff values self-care, including caring for physical, emotional, and mental health care needs. Self-awareness allows staff to feel secure with their professional identity, including clarity of appropriate professional /personal boundaries and awareness of when to seek support from others.

Team Oriented

The UMC staff is appreciative, helpful, and team oriented. We treat everyone with respect, knowing that we will achieve more working together than alone.

Urban Ministry Center's Scattered Site Housing Program provides permanent supportive housing to homeless men and women who have experienced chronic homelessness. This program currently provides support for 220 individuals living in apartments in the community and has the capacity to serve 300. Tenants are housed using various housing vouchers. The staff of 26 includes case managers, a housing specialist, two nurses, a benefits specialist and management. Case managers and nurses are frequently working outside of the office visiting tenants and taking them to appointments.

The Office Manager will play a key role in ensuring the effective operations of this growing program. This is a new position so the person most suited for this role would be comfortable with a changing environment. The individual in this position needs to be a self-starter who can work with management to design an effective organizational system for the office.

Job Responsibilities:

- Maintain databases;
- Process invoices from vendors;
- Ensure filing systems are maintained and up to date;
- Ensure protection and security of files and confidential records;
- Maintain files and records according the HUD grant requirements;
- Maintain the condition of the office and arranging for repairs;
- Process invoicing for monthly rent and grant billing;
- Perform administrative duties as needed for management;
- Assist in design and implementation of office policies;
- Maintain office supplies, anticipating needs. Purchase supplies as required;
- Develop relationships and liaise with other agencies and businesses;
- Maintain office equipment;
- With Case Manager, schedule maintenance for tenant apartments;
- Track and assist with leases and Use and Occupancy agreements;
- Greet building visitors and accept deliveries;
- Manage apartment inspections;
- Assist with management of CHA Housing Choice voucher (Section 8) paperwork;
- Check mailbox and sort mail;
- Assist with tenant social activities;
- Coordinate donations and cleaning kits for tenants;
- Other duties as assigned.

Skills & Qualifications

- Knowledge of office administration
- Ability to use a range of office software, including email, spreadsheets and databases (experience with Financial Edge a plus)
- Ability to successfully complete Section 8 and Public Housing training
- Able to produce business correspondence, proofread for grammar, spelling and punctuation with a high degree of accuracy
- Ability to maintain a high level of accuracy in preparing and entering data
- Excellent interpersonal skills
- Ability to set good boundaries
- Analytical and problem-solving skills
- Decision-making skills
- Attention to detail and high level of accuracy
- Effective organizational skills
- Ability to juggle multiple tasks and deadlines

To Apply: A cover letter is required. Send cover letter and resume to:

jobs@urbanministrycenter.org No phone calls.