



National Alliance on Mental Illness

nami | New Hampshire

Job Description

Job Title: Office Manager

Department: Administration

Reports to: Chief Financial Officer

Job Summary

The Office Manager implements and oversees office procedures that facilitate office functions and workflow. The position provides administrative support to the office staff, assists with technical and administrative matters; coordinates/provides support in the preparation of publications, newsletters, mailers, invitations, program materials, etc. for all areas of the organization. The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized.

Job Tasks and Responsibilities:

- Work with all program managers to assure flow of office work; provide administrative support/materials ordering and coordination for NAMI NH programs
- Supervision and training of administrative staff
- Monitor NAMI NH general email (info), determine disposition of incoming emails and respond when appropriate
- Oversees NAMI NH membership renewal processing; generate email and/or letters for memberships about to expire. .
- Coordinates agenda items for the NAMI NH monthly staff meetings.
- Works in coordination with the Executive Administrator in coordinating Board of Directors meeting and related materials
- Oversees supply ordering process; manages outside vendor relationships. Ordering includes office supplies for day-to-day operations, trainings, conferences, etc. along with kitchen and bathrooms.
- Facilities management including the need for maintenance and any changes to accommodate organizational needs
- Provides orientation to new staff to include reviews of NAMI NH policies and procedures, forms, email set up and overview of computer data files.
- Assist HR with the hiring process, including submitting job postings online and scheduling candidate interviews. Processes new hire forms and documentation.
- Work with internal and external IT resources to maintain staff computers, phones and device equipment

Education and Experience

- BA degree in management or a related field or equivalent education and work experience
- Excellent problem solving skills
- Excellent working knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Publisher); and the ability to work with Adobe Photoshop is a plus.

- Proficient telephone skills
- Excellent verbal and written communication skills
- Ability to maintain confidentiality
- Strong attention to detail
- Excellent customer skills working with our customers/clients/volunteers and the NAMI NH staff.
- Ability to lift 25 lbs
- Ability to attend occasional events or meetings after hours or weekends