



JOB DESCRIPTION

Position Title: Office and Reception Manager

Reporting Relationships: Executive Director

Status: Full-time, 40 hour/week position with benefits (paid holidays, optional medical/dental, retirement, life insurance)

Compensation: \$14.50/hour

Arrive Ministries is a faith-based organization, in community with the local Church, which seeks to see refugees and immigrants transformed economically, socially, and spiritually as we are transformed together by the Gospel.

Position Responsibilities

The Office and Reception Manager primarily provides support for Arrive Ministries, however some support is provided to the other ministries of Transform Minnesota; New Life Family Services and Damascus Way as well as limited support to some building tenants. In addition the Office & Reception Manager provides administrative support to the Immigration and Legal Services Department within Arrive Ministries.

All Building Office Management

- Receive guests and clients and direct them to the appropriate organization/ministry
- Manage upstairs conference room scheduling and direct participants
- Receive and sort mail, deliver mail to appropriate mailboxes
- Open donation mail with Development Associate of Transform Minnesota daily
- Receive UPS, FedEx and other deliveries and notify organizations and ministries
- Receive, receipt and log Gift in Kind donations drop offs for Arrive Ministries and New Life Family Services
- Answer general building questions and concerns and direct maintenance questions to the Chief Operating Officer of Transform Minnesota
- Manage repairs, supplies and postage for the shared postage machine
- Manage building open and close daily; water plants, turn on/off lights, send out building notices, lock doors

Arrive Ministries Office & Reception Management

- Answer general Arrive Ministries phone number and direct client calls
- Order office supplies
- Liaison with service providers for the Arrive Ministries photocopy machine
- Mail Arrive Ministries receipt, donation, billing envelopes
- Manage Abila updates and additions
- Perform additional administrative and support tasks as requested

Arrive Ministries/Immigration Legal Services Assistant

- Contact ILS clients about Immigration notices
- Make ILS appointments for occasional walk-in clients
- Update immigration client spreadsheet

- Manage KOM/BCOM client database enrollment with DHS

Knowledge and Skills Required

- Demonstrated relationship with Jesus Christ
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values and Code of Conduct
- Bachelor's degree preferred
- 0-2 years' experience in a customer service position
- Competency with Microsoft Office and internet based programs
- Strong interpersonal skills resulting in exceptional rapport with people. Able to deal courteously, professionally, and tactfully with staff and public in a variety of circumstances
- Proven ability to work well in a cross-cultural environment; strong communication skills via phone and in person
- Ability to handle multiple tasks simultaneously with multiple deadlines
- Ability to respond to changing priorities
- Valid MN Driver's license with proof of insurance and good driving record