



Job Title: Office Manager/Program Specialist **Compensation Category:** Salary based on education and experience
Department: NAMI El Paso Programs Office **Closing Date:** December 22, 2017 **Job Type:** Full Time

Job Summary:

Under the close supervision of Director of Programs, performs routine and complex clerical and administrative duties. Developing and implementing new administration systems such as record and data management and for reviewing and updating policies. Also performs complex work to coordinate NAMI El Paso signature programs and special events. Responsibilities may include customer service, word processing, data entry, record keeping and filing; recruiting, training and induction of volunteers and training and induction of new staff; ensure adequate office coverage.

Essential Functions:

- Keeping records of employee vacation days, sickness, and absence.
- Manage payroll operations in conjunction with the Director of Programs, NAMI El Paso Bookkeeper, and Family Service of El Paso Bookkeeper
- Manages the purchase order process in conjunction with the Director of Programs, NAMI El Paso Bookkeeper, and Family Service of El Paso Bookkeeper
- Communicates on an intermediate level with internal or external individuals either by telephone or in person, to provide exchange, verify information, answer inquires, address issues, or resolve problems or complaints.
- Communicate important information with Director of Programs, Program Coordinators, Board Members, and Volunteers of NAMI El Paso.
- Coordinate and plan community forums per calendar year focusing on National Minority Mental Health Awareness month targeting diverse populations, Mental Health Awareness Month targeting specific mental health issues. Will work with NAMI volunteers to secure speakers, donations, location, and marketing strategies.
- Coordinate and plan trainings of signature programs.
- If qualified he/she can be trained to become a trained facilitator or oversee education program as needed.
- Conduct presentations in the community as assigned by Director of Programs.
- Scout locations for new classes and presentations.
- Develop informative promotional materials, flyers, and press releases for outreach as needed.
- Assign volunteer class leaders to presentations and classes.
- Communicate with volunteers and hosts to ensure a successful class or presentation
- Ensure data collection is completed properly.
- Report program data to NAMI National and State.
- Maintain contact with NAMI national office and state office as needed to obtain technical and educational support.
- Scan and store surveys.
- Report and send data collected to internal evaluator and external evaluator.
- Maintain strict confidentiality of volunteers and participants at all times.
- Manage, organize and plan train, delegate and control the work of volunteers.
- Coordinate the planning and execution special events and meetings, as needed
- Assist with outreach to community and external agencies/organization, as needed

- Provide case management under the direction of the Director of Programs
- Assist staff and clients with referral sources.
- Use of personal cell phone for work related duties.
- Orders, receives and stores supplies.
- Obtains quotes for products and services.
- Assist in documenting meeting notes.
- Prepares and distributes correspondence
- Researches, updates and distributes and updates resource list.
- Attend meetings and events assigned by supervisor.
- Attend weekly staff meetings.
- Completes all assigned tasks in a timely manner.
- Must have the ability to organize and prioritize work effectively.
- Maintains a regular and predictable work schedule.
- Manage data entry for programs.
- Manage, organize and plan train, delegate and control the work of work-study student. Assist in planning and implementation of agency informational forums.
- Policy record keeping.
- Management of office spending tools.
- Coordinate preparation of Programs Report for monthly Board meetings.
- Manage reception area and maintain orderliness in conference and reception area.
- Training and induction of new staff.
- Manage the booking of meeting room and availability.
- Manage, organize and delegate online administrative folders.
- Performs other duties as assigned.
- Must have the ability to work alone and in group settings.

Knowledge and Abilities:

Knowledge of office practices and administrative procedures.
 Knowledge of personal computer and Microsoft Office Suite, Word, Excel, PowerPoint and Outlook.
 Ability to use office equipment, telephone, copier, facsimile and scanner.
 Ability to work independently or work as part of a team.
 Ability to interpret rules, regulations, policies, and procedures.
 Ability to learn specific program databases and complete program data entry accurately and efficiently.
 Ability to communicate effectively both verbally and in writing.
 Ability to work under pressure and with interruptions.
 Ability to effectively speak publicly to individuals from diverse backgrounds.

Registration or Licensure Requirements:

Valid Drivers License

Minimum Requirements:

Bachelor's Degree or equivalent combination of education and work experience. Knowledge of personal computers and all Microsoft software (Excel/Word/PowerPoint). Must type 45 wpm and possess strong interpersonal skills. Previous work experience with health related programs preferred. Must have current Texas driver's license. Bilingual in English and Spanish preferred.

Physical Requirements:

Able to lift, push, pull or carry up to 25 pounds.
Able to bend, stoop or kneel for short periods of time.
Able to sit for long periods of time during work day.
Able to drive personal vehicle to various locations.

NOTE: Applicants are encouraged to apply immediately. This position will close when a preset number of qualified applications have been received.

**Interested individuals should submit a cover letter, references and resume to:
Nellie Mendoza at nmendoza@namiép.org**