



JOB DESCRIPTION

Bi-Lingual Office and Administrative Manager
Reports to Executive Director

Date: Dec 1, 2019
Pay Range: \$40,000 FT (37.5hr)

DCLT

Durham Community Land Trustees (DCLT) is a nonprofit organization that builds, manages, and advocates for permanent affordable housing in Durham, NC. DCLT was established in the mid 1980's by neighborhood residents of the West End who demanded better housing conditions. For over 30 years, DCLT has used the community land trust model to curb displacement and create lasting affordability. DCLT manages 200 rental properties including properties for seniors, families, veterans and individuals with disabilities. DCLT also provides stewardship and support to approximately 50 CLT homeowners. www.dclt.org

Job Description:

The Office Manager is a full-time administrative position with competitive benefits (full medical, dental, disability, life insurance) package. Formerly a part-time program assistant, this position is now a dynamic full-time position at 37.5/hours per week. This individual will work collaboratively with a 10-person staff under the supervision of the Executive Director. The Office Manager is responsible for being the first point of contact for DCLT; maintaining office functionality; supporting administrative multifaceted functions, assisting the Property Manager; organizing events and producing materials for communications.

General Administrative responsibility include:

- Serve as first point of contact providing fluent Spanish/English communication to visitors and residents who walk in our W. Chapel Hill Street door.
- Answer phones; schedule use of conference room; order office supplies; maintain office building functions; and manage busy office culture.
- Open and organize mail; collaborate with Business Manager for mailings, bank deposits, and record keeping.
- Oversee office IT and technology including coordinating with outside consultants, onboarding employees, board members, scheduling trainings, and troubleshooting issues.
- Monitor and purchase office supplies.

- Issue keys, alarm and copier codes, staff handbook etc. to employees.
- Support events, such as the annual meeting and other fundraising or resident engagement activities in collaboration with assistance from other staff.

Property Management Support:

- Assist Manager of Property Management and Sales for DCLT
- Receive residents' requests for information and assistance, in English and Spanish, and fulfill (inquiries) or route appropriately
- Using on-line property management system, record and track service request fulfillment, following through to completion
- Safeguard and record incoming receipts of cash and checks, following proper accounting controls
- Handle initial late payment follow-up contacts
- Keep resident information and contacts up to date in collaboration with Community Organizer
- Support resident education programs and communication

Communications and Development Support:

- Manage Network for Good database, issue reports to Business Manager and Executive Director, and send acknowledgement communication to donors and other stakeholders.
- Support annual fundraising campaign.
- Manage and update DCLT's website and social media (I.e. Facebook), based on direction from the Executive Director
- Write, edit, and send quarterly e-newsletter, and resident communications, coordinating with appropriate staff
- Ensure relevant communication flow among residents, organization and public
- Translate DCLT materials from English into Spanish
- Maintain donor database, assist with campaign/fundraising events and mailings
- Design outreach, resident engagement materials (i.e. newsletters, postcards, etc.)
- Record and produce Board of Director meeting minutes one evening per month
- Maintain corporate documents and lists
- Other tasks as assigned by the Executive Director.

Knowledge:

- Position requires individual to be knowledgeable of community land trusts and Durham Community Land Trustees' history, mission, model, projects, and goals.

Qualifications:

- Proficiency with Microsoft Office (Office 365, Word, Excel, Publisher, PowerPoint, etc.), Wordpress; Database systems expertise desired.
- Experience in data, storage and office management, IT troubleshooting and website management desired.
- Strong customer service, social skills
- Proficiency in bi-lingual Spanish written and oral communication
- Flexibility, Attention to detail, Ability to work independently
- Motivated, inspired by managing a dynamic office work environment

Preferred Candidates will have:

- Bachelor's degree desired.
- A pleasant personality and the ability to work with a diverse group of people
- Experience working in a nonprofit organization, with technology, and office or administrative management skills. Grant writing and event planning experience a plus.

Supervision Received:

This position reports directly to and is supervised by the Executive Director.

This position works cooperatively with several departments within the organization. Employee must maintain professional relationships with internal employees at all levels, as well as with board members, volunteers, and residents. Employee must maintain professional relationships with external vendors, contractors, suppliers, customers, or others involved in organizational operations.

To apply for this position, please send cover letter and resume to info@dclt.org or mail/drop off at 1208 W. Chapel Hill Street Durham, NC 27701 by January 17, 2020. Position is open until filled.