Micah Center Office Manager- Job Posting

St. John’s
Green Bay, WI
Updated: March 19, 2020
Apply Here:  https://www.stjohnhomelessshelter.org/officemanager/

St. John’s is seeking an extroverted individual who has a desire to serve our brothers and sisters experiencing or at-risk for homelessness. The Micah Center Office Manager serves as the first face to guests, and others, entering our daytime drop-in resource center for those experiencing or at-risk for homelessness. We are looking for someone who adapts well in a fast-paced and ever-changing environment, who thrives on solving the day’s newest challenge and who has excellent customer service skills.

Who are we? St. John’s is a faith-based nonprofit organization focused on honoring the dignity, restoring hope, and creating lasting change for those who are homeless or at-risk of homelessness in the greater Green Bay area. Our family of employees feel called to create lasting change. Founded in 2005 as a group of churches seeking to offer shelter to those who would otherwise be on the streets, St. John’s has grown tremendously while remaining true to our original mission. Today, there are three distinct campuses/programs (St. John’s Shelter, The Micah Center, and Wellspring) all focused on addressing community and quality of life issues. We are committed to seeing Green Bay change and we strive to be an organization that has a positive, identifiable, long-term impact on those who are homeless or at-risk in our community.

We are looking for someone who:

- Can anticipate current needs and take initiative to complete duties for the effective and efficient functioning of Micah Center and its programs,
- Uses strong interpersonal skills to work effectively and cooperatively with guests, volunteers, and co-workers to provide advocacy and support for Micah Center guests,
- Has strong command of technology resources to schedule Case Management appointments, update guest documentation, produce monthly reporting, and manage shared public drives while ensuring security, integrity and confidentiality of all data.

Our Mission, Vision, Values:

- **Mission:** To honor the dignity, restore hope and create lasting change for homeless and those at risk in the Green Bay area.
- **Vision:** Through a spirit of familiarity, rapport, and trust, each person will leave better than they came.
- **Values:**
  - **Justice** – We will act justly, love mercy, and walk humbly.
  - **Integrity** – We will strive to do what is right in the eyes of God and others.
  - **Compassion** – We will carry one another’s burdens.
  - **Servant Leadership** – We will use whatever gifts we’ve received to serve.
  - **Humility** – We will value others above ourselves, looking to the interest of others.
  - **Love** – As we have been loved, so we will love one another.
  - **Family** – We recognize we form one body and belong to one another.
  - **Hope** – We will fix our eyes not on what is seen but on what is unseen.
Essential Functions:
- Anticipate, recognize and effectively deal with a variety of human behaviors, ensuring a positive and supportive working relationship.
- Provide advocacy and support for Micah Center guests.
- Assist volunteers in direction of their duties (workshops, meals, etc.), communicating with Volunteer Coordinator or Case Managers as necessary.

Responsibilities:
- Welcome guests into the Center, and via phone, with a spirit of compassion and serve as a voice of encouragement to individuals needing hope and support in moments of crisis.
- Connect individuals with needed resources to ensure flow throughout the center.
- Maintain front desk guest routines (i.e. sign-in log, chores, messages), direct phone calls or messages, sort and distribute mail.

Qualifications:
- Minimum 2 years of college-level coursework in a related field and/or a minimum of 2 years of administrative experience in an office setting or equivalent combination strongly desired
- Bilingual in English/Spanish strongly desired
- Excellent computer skills, capable of data entry and navigating multiple operating systems.

Position Details: This position is a Monday - Friday (Winter: 8:30a-4:30p, Summer: TBD) full-time, benefit-eligible (PTO, retirement, insurance) position.