**WHO WE ARE**

RAIN ensures access to quality, personalized care in a nurturing environment for individuals and their families who are living with HIV and associated chronic conditions so they may live healthier fulfilled lives.

Through education and advocacy, RAIN promotes disease prevention, understanding and dignity for those affected by HIV and for those who are at risk.

**POSITION SUMMARY**

The Office Manager is responsible for timely, accurate and efficient management of billing, financial, administrative and donor processes. This person will also supervise administrative and event volunteers as needed.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

**General Administrative & Office Support**

* Maintain filing system for records, reports, minutes and other documents to include Board and committee meetings’ minutes, contracts, and executive budget and expenses
* Answer agency phone calls, screen and direct clients as appropriate, provide accurate description of services, and refer to external services as necessary
* Act with clients in mind and work to meet client needs and expectations to the extent possible
* Process incoming and outgoing correspondences for client and development mailings
* Maintain office equipment and order office supplies
* Manage items related to RAIN’s Management Team to ensure resources are available
* Represent RAIN at third party events
* Assist in preparing presentations for board meetings that include transcribe and disseminate minutes to Board of Directors and/or executive staff, prepare agendas and maintain Board supplies
* Provide administrative support to the President & CEO

**Shared Services Support**

* Work with Shared Services assisting with obtaining and processing all documentation required for new hires and changes in status
* Process accounts payable including invoices and cash disbursements
* Process weekly deposits, matching gifts and online/offline donations into database and send donor acknowledgements
* Ensure all agency documents are up to date including 990, solicitation license, insurance certificates, etc.
* Accumulate information and prepare reports for outside parties, including Board of Directors

**Database Management**

* Maintain accurate database information by entering required client, volunteer and donor information into appropriate database platform, including database reports
* Prepare detailed billing and reconcile ACA & Pex Cards for Mecklenburg County Ryan White Office each month by deadline
* Manage event and administrative volunteer program and maintain all volunteer contact information in Raiser’s Edge.

**EXPERIENCE**

* Minimum 5 years of work experience in an office administration role, demonstrating increasing levels of responsibility
* Bachelor’s degree preferred, or equivalent combination of education and experience
* Ability to effectively organize and manage multiple priorities
* *Demonstrated ability to keep confidences and work with extremely sensitive materials*
* The ability to communicate and work with a wide range of constituents and diverse audiences
* Strong planning, organizing and controlling skills to deliver completed projects within established timeframes; strong follow-up and follow-through skills
* Excellent interpersonal and communication skills (both written and verbal)
* Ability to analyze and resolve strategic and functional problems as well as define and organize effective work flows
* Significant attention to detail and the ability to work independently and collaboratively in a service-oriented environment
* Computer proficiency, particularly in database software (Raiser’s Edge and Athena Health preferred), Microsoft Outlook, Word, Excel, Publisher, Access and PowerPoint; ability to quickly learn and assimilate new systems and information.

For detailed information on the position and to apply, please go to our career site (http://www.childrenfamily.org/careers/).

Application deadline: Dec. 1, 2017

RAIN is an Equal Opportunity/Affirmative Action employer and does not discriminate against any individual or group on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, gender identity, or veteran status. Women, minorities and persons with disabilities are encouraged to apply.