



Office Manager Job Description & Orientation Procedures

Job Description:

An office manager's highest priority is welcoming our clients in a caring manner when they enter TCPRC. Managers are also responsible to facilitate the smooth operation of the center and provide volunteers a positive work environment. Further specific duties are listed below.

Reports To:

The Director of TCPRC

Specific Duties:

- Greets all clients and seats them in the waiting area
- Offer clients refreshments
- Notify the volunteer mentor when their client is waiting
- Answer all incoming calls, take messages, or transfer caller as needed
- Record voice-mail messages
- Prepare client folders for appointments
- Make appointments for future visits
- Send appointment reminders
- Follow up texts to clients who miss appointments or are inactive
- Assist donors with donations and record donations in log
- Perform clerical tasks as needed
- Enter client notes into Ekyros
- Stats-Daily center statistic log
- Record birth stats

Step-by-Step Procedures:

1. Welcome our clients when they enter the center. Make sure that she, and anyone who is with her, is welcome and comfortable. Acceptance of the client should be communicated in non-verbal, as well as verbal ways (eye contact, smile, voice tone, and posture).
2. Make certain clients and their families are offered refreshments.
3. Be available to assist wherever needed; answering phones, handing out clothes, filling out forms, or keeping records.



Office Manager Orientation Procedures

Listed below is a schedule for you to follow as you prepare yourself to be an effective office manager. Please check off each item as you complete it. At the end of your shift please check with the Director to review and answer any questions.

First Week:

- Become familiar with TCPRC facility, additional resources, location of supplies, and clothing.
- Read the Employee Handbook
- Learn receptionist tasks and office procedures
- Perform receptionist duties until comfortable with them

Second Week:

- Policy and Procedures Manual
- Review receptionist tasks and office procedures
- Review Community Resource Guide
- Perform receptionist duties with assistance as needed

Third Week:

- Review receptionist tasks and office procedures
- Learn the client filing system
- Perform receptionist duties without assistance

Additional Training Resources:

- Policy and Procedure Manual
- Serving Clients with Care and Integrity Curriculum
- Training Videos