Office Manager
Greater Portland Immigrant Welcome Center
Location: Portland, ME
Type: Full-Time
Start Date: March 2020

Organization Description + Mission
The Greater Portland Immigrant Welcome Center (IWC) serves as a hub of collaboration to strengthen the immigrant community through language acquisition, economic integration and civic engagement. We achieve that mission through four unique programs:

- **IWC Co-Working Hub**: A co-working space that houses mission-aligned organizations
- **The iEnglish Project**: Digital Language Literacy: Web-based English and workforce language training
- **Immigrant Business Hub**: Support to immigrant entrepreneurs through training, mentorship and technical assistance
- **Citizenship & Civic Engagement Initiative**: Citizenship assistance, civic education and nonpartisan voter registration services

Position Overview
The Greater Portland Immigrant Welcome Center is seeking an outgoing, organized multi-tasker to fill the position of Office Manager. The Office Manager will be responsible for many tasks including: managing the IWC Co-Working Hub; handling communications with the general public via phone calls, emails, and face-to-face interactions; supervising volunteers; maintaining general office cleanliness and efficiency.

Qualifications

- 2+ years of administrative assistance or similar experience
- Organized and detail orientated
- Outgoing, energetic, and able to connect with different personalities and work styles
- Professional and self-motivated
- Excellent computer skills
- Excellent verbal and written communication
- Willingness to learn and take on new tasks
- Experience with accounting or bookkeeping is a plus
- Proficiency in multiple languages is a plus
Job Duties

- Organizing meetings and managing databases
- Booking travel and accommodation for staff
- Planning organization’s events and conferences
- Ordering office supplies
- Greeting and assisting visitors
- Dealing with correspondences, complaints and queries via phone, email, and mail
- Liaising with staff, suppliers, and clients
- Implementing and maintaining office administrative procedures and systems
- Delegating tasks to junior employees and volunteers
- Organizing training programs for new employees and volunteers
- Ensuring that health and safety policies are up to date
- Assisting the organizations’ HR function by keeping personnel records up to date, arranging interviews, and so on
- Managing office budgets
- Managing Co-Working Hub memberships and membership inquiries
- Overseeing Co-Working space facilities

Hours + Schedule

The IWC is open Monday through Friday, 9:00am to 5:00pm. Our office manager must be able to work those hours to ensure that the public can have consistent and reliable access to our services. The office manager will occasionally be required to attend events on evenings or weekends and use those additional hours worked as flex time.

Interested Candidates

Please send a cover letter, resume, and at least three references to IWC Director of Finance and Operations Damas Rugaba, at drugaba@welcomeimmigrant.org. Applications will be accepted until the position has been filled.