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**California Human Development**

**Job Description**

**Job Title:** Office Manager  
**Department/DIVISION:** Citizenship & Immigration

**Reports To:** Program Manager, Citizenship & Immigration  
**FLSA Status:** Non-Exempt

**Location:** Ukiah, Mendocino College Citizenship & Immigration Office  
**Revised Date:** 08/31/2020

**Summary Description**: The Office Manager is responsible for overseeing and ensuring the success of all programs implemented under the Citizenship and Immigration program in the Lodi and Ukiah offices, respectively.

**DUTIES AND RESPONSIBILITIES:**

* Supervise staff, volunteers, and individual immigration cases in addition to overseeing all other office activities related to citizenship and immigration.
* Delegate, prioritize, assign, and monitor the tasks of staff members to ensure they are completed on time and appropriately.
* Actively communicate with Program Manager to keep them informed of any program activities in the assigned office or challenges needing attention.
* Responsible for the creation and maintenance of proper documentation and participant files for services provided.
* Report on services provided at the office as required by the funding sources and on a weekly basis to the Program Manager.
* Interact and talk to other community groups, agencies and stakeholders such as community leaders and local political leaders to ensure program success.
* Maintain appropriate client confidentiality with respect to services.
* Seek continuous improvement in program by reviewing results and outcomes, client and community needs, financial viability of program, customer satisfaction and program impact.
* Look for funding opportunities to support the office.
* Assist in writing proposals for funding.
* Assure that required and accurate demographic information is entered into ECM (Salesforce software).
* Perform other related duties as assigned.

**Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include participation in interviewing and hiring new employees and training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Required Skills and Abilities**

* Ability to travel to various locations
* Bilingual English/Spanish or other languages used by the local immigrant community is required.
* Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
* Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
* Ability to write speeches and articles for publication that conform to prescribed style and format.
* Ability to effectively present information to top management, public groups, and/or boards of directors.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Knowledge of Citizenship and Immigration law is required.
* Basic knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, and Outlook.

**Education and/or Experience**

* Bachelor's degree (B. A.) from four-year college or university
* One to two years related experience and/or training
* Equivalent combination of education and experience
* 1-2 years minimum supervisory experience

**Certificates, Licenses, Registrations**

* Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle
* OLAP Accreditation from the U.S. Department of Justice is required, but may attained after hire

**Physical Requirements**

Regularly*:* Use hands to finger, handle, or feel; Lift up to ten (10) pounds

Frequently: Sit; Lift up to 25 pounds

Occasionally: Stand; Walk; Reach with hands and arms; Lift up to 50 pounds

Vision: No special vision requirements

**Work Environment**

Noise level: Quiet (examples: library, private office)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_