Position Overview
The Elizabeth Peabody House (EPH) is seeking an energetic, detail-oriented Office Manager to manage customer relations and business operations of the organization. This position is responsible for elements of the day-to-day operations of the Elizabeth Peabody House administration, as well as assisting in planning for events and new campaigns. The position will be 25 hours/week, with the days and times to be worked out with the Executive Director.

The Elizabeth Peabody House is a 113-year-old community-based organization providing services to low-income children and families in Somerville. Programs include early education for children ages 2.9 to 5 years, after school enrichment for children ages 5 years to 13 years, and a food pantry for anyone in need.

Essential Job Functions
- Maintain office services
  - Oversee reception duties, including phones and greeting clients
  - Control agency mailing and correspondence
  - Manage supply requisition process
  - Coordinate maintenance activities
  - Maintain office equipment, including liaising with relevant contractors and service providers
  - Maintain a pleasant work environment
- Program Client Enrollment Process
  - Control all paperwork for enrollment and data collection purposes, especially for all income-generating contracts
  - Ensure protection and security of records, and that files are up to date
- Maintain office records
  - Ensure vendor filing systems are maintained and up to date
  - Ensure parent/child filing systems are maintained and up to date
  - Ensure licenses are maintained and up to date
  - Ensure protection and security of files and records
  - Ensure effective transfer of files and records
  - Transfer and dispose records according to retention schedules and policies

Additional Job Functions
- Assist with general agency functions and logistics planning
- Project management
- Overseeing operations and facility needs
- Work with Auditors for tax filing

Requirements
- Associates Degree or at least 3-5 years equivalent experience
- Professionalism and excellent people skills; customer service-focused
- Excellent verbal/written communications skills and ability to “manage up” are essential
- Proficiency in Spanish, Haitian Creole, or Portuguese a plus
- Strong work ethic and attention to detail required
- Demonstrated skill working with financial information and maintaining confidential records
- QuickBooks experience preferred
- Highly proactive and action-oriented
- Demonstrated ability to follow through on tasks assigned
- Timely and efficient work style
- Superior organizational skills and ability to multi-task
- A Criminal Offenders Records Information and Sexual Offenders Records Information request must be completed

**Interested candidates should submit a resume and cover letter to Kretcha Roldan, kroldan@teph.org**