



OFFICE MANAGER

Department	Office	Wage Range:	\$26-\$32
Supervisor	Community Leader/Executive Director	Status	Regular, Full-time, Non-exempt
Revised	June 2025	Location	Tacoma, WA

General: As a member of the administrative team, the Office Manager plays a critical role in leading L'Arche Tahoma Hope's reception and hospitality, office functions, organizes operations and systems administrative flow and recruitment and onboarding of new staff. Guided by the mission and charter of L'Arche, the Office Manager plays an important role in ensuring that the Executive Director, Residential Director, Outreach and Programs Director and Development Director are supported in their responsibilities for the overall growth and direction of L'Arche Tahoma Hope and participation in the larger body of L'Arche in the USA and the International Federation.

Program Scope and Location: The Office Manager serves as a member of the leadership team with a focus on stewardship of community assets and efficiency in operations and systems for the organization. L'Arche Tahoma Hope's office and facilities are located in the Summit area of Pierce County, south of Tacoma. All hours are on-site.

Direct Reports: IT/Data Administrator and the Maintenance Specialist

Essential Tasks – Operations Management - 35%

- Manage and maintain paper and electronic files, including but not limited to contracts (Government funding, vendors, Department of Revenue, Secretary of State, etc.), Ensure annual non-profit paperwork is filed on a timely basis, including but not limited to contracts, Board documents, property taxes
- Manage renovation projects, contracts and funds focusing on coordination with residential or farm
- Track and oversee recurring and one-time maintenance tasks and activities
- Track functional life of physical assets and maintain depreciation schedule
- Maintain office manual and office procedures
- Maintain accounts and contracts with phone, internet, IT security and other necessary vendor relationships
- Provide administrative and logistics support to Executive Director or Board of Directors as needed with urgent tasks
- Support functions of the Board of Directors as requested
- Support the annual audit
- Support internal LTH events through organization and communication
- Update the community "Who's Where" and Board lists as needed
- Develop and maintain internal contact lists
- Prepare and distribute additional internal communications on request
- Update and maintain all organization Google calendars

Essential Tasks – Office Management - 25%

- Maintain office manual and office procedures, including yearly cleanup of files
- Update mandatory state and federal workplace postings twice yearly
- Maintain and purchase supplies within budget for homes, programs and the office, including copier, printer, office and sanitation supplies and yearly office supplies
- Greet visitors; provide warm hand-offs or ensure appropriate information is gathered for follow-up
- Answer telephone, manage general voicemail (approximately five calls per week) and phone system settings for office hours, answer general emails; receive, sort and distribute mail daily; notify programs when packages are received
- Work in partnership and in support of all office staff
- Provide staff with general housekeeping reminders
- Coordinate acknowledgement of community member relationships including birthdays, anniversary, passing
- Update celebration and award plaques from the organization

Essential Tasks – Supervision and Management - 20%

- Meet with direct reports routinely, provide feedback and evaluations, manage schedules and PTO requests, hiring and exit paperwork, ensuring individual goals are set and met.
- Recruit new staff when needed.

Essential Tasks - Recruitment and Onboarding of New Staff - 20%

- Consult with hiring managers on recruitment efforts
- Manage all recruitment sites and platforms
- Communicate with prospective applicants as a liaison between the applicant and hiring manager
- Create orientation schedule for newly hired employees and coordinate meetings with program leadership and staff
- Meet with newly hired staff for onboarding paperwork and relevant trainings based on department
- Perform background checks on all newly hired staff
- Track general training requirements for all staff (in conjunction with Residential for residential staff), ie. Background checks, CPR/First aid, DDA training, TB test, etc.
- Ensure new staff are announced and welcomed in Latest in L'Arche
- Add staff to relevant calendars and email lists
- Track staff participation in online training for secure management of confidential information
- Create Orientation Binders for new staff
- Strengthen and streamline and perform onboarding and offboarding processes and paperwork for the organization

Equity and Inclusion

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency.

Community Expectations

- Model Cooperative Communication and foster cooperative relationships
- Commit to the mission and philosophy of L'Arche, including the Pillars of L'Arche Spirituality

- Show flexibility and responsiveness to core member needs
- Ensure that the LTH community enjoys a vibrant community life through visioning, planning and collaborating with leaders and staff
- Foster a spirit of teamwork within the community
- Demonstrate openness and flexibility in spending time in the homes to develop and grow mutual relationships with core members.
- Demonstrate openness and flexibility to serve on a committee or attend community events.
- Participate in L'Arche formation - a reflection space to make meaning out of the work we do and the community life we hope to create.

Preferred Qualifications

- 5+ years' work experience in nonprofit management
- Experience in operations management

Minimum Qualifications

- Verbal and written fluency in English
- Two years' work experience in a decision-making role managing office operations
- Experience with people with intellectual disabilities
- Commitment to L'Arche mission and manner of sharing life with core members
- Demonstrated ability to oversee database management
- Basic knowledge of common email applications and competent in Microsoft Office software
- Must possess and maintain a valid driver's license. Must be capable of driving LTH vehicles.
- Ability to pass a fingerprint background check
- Ability to complete 2-step TB test and any necessary follow-up

Trainings/Certifications Required (can be completed after hire)

- CPR/First Aid, Blood Borne Pathogens, and WA State Food Handlers Certificate

Full-time, benefits-eligible. Benefits include paid sick and vacation, 92%-paid medical premium, reimbursement of medical deductibles up to limit, no co-insurance, 3% IRA match, and limited annual dental and vision reimbursement after six months.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____