



Job description

Office Manager, Property, & Donor

ABOUT OCCCDA: The mission of OCCCDA is *“to extend healing and hope in the Oxford Circle community, believing that God’s purpose of reconciling all people to Jesus leads us to minister on spiritual, physical, social & economic levels.”* Located in one of the most diverse neighborhoods in Philadelphia, our programs address the economic disadvantages families, individuals & small businesses face, and enrich our under-funded and under-performing educational systems with both in-school and out-of-school support services for academic and holistic development of children and adults.

SUMMARY: The **Office Manager, Property, & Donor** role is the point of contact for visitors, all-staff communications, tenants & contractors, and donors & volunteers. This role keeps the day-to-day operations of the main office running smoothly. It oversees building upkeep & maintenance, tenant concerns, and rental requests. It helps coordinate events, tell our story to donors, and mobilize volunteers.

SUPERVISOR: Interim Executive Director.

COMPENSATION: 25 hours/week starting at \$22.50/hr, commensurate with experience

BENEFITS: PTO starts at 2 weeks vacation, 2 weeks sick time, holidays (including paid winter break), and 3 personal days per year (prorated FTE).

LOCATION: Oxford Circle neighborhood of NE Philadelphia, PA

SCHEDULE: To be set with Supervisor. Preferred: 4 days/week, Tues–Friday (9am–3pm), plus 1 hour flex (work from home, take calls as needed).

Office Manager

Mail Intake & Processing:

- Collect and route mail; open and process OCCCDA correspondence. Scan and file invoices with the Finance Dept.
- Thank donors for checks, by phone or handwritten note. Record donations in QuickBooks and Kindful.
- Follow up on responding to mail as needed.

Visitors & All-Staff Communications:

- Answer phone, greet visitors. Explain program intake and guide to appropriate department staff.
- Create Calendar invites and All-Staff emails, to communicate and collect RSVPs for Staff meetings.
- Join staff leadership meetings, to stay informed about program offerings. Assist in updating website as needed.
- Compose monthly All-Staff emails, recognizing birthdays, new staff & promotions, upcoming holidays & events.

Ordering Supplies & Event Hosting:

- Order and set-up food & furnishings for staff gatherings and special events hosted by OCCCDA.
- Order office supplies and manage recurring orders, for facilities and main office, within budget. Track receipts.
- Tidy and reorganize shared office spaces. Troubleshoot storage systems.

IT Coordination:

- Ensure that office equipment (phones, internet, computers, printers, etc.) are functioning at an efficient level.
- Monitor IT Support Form and guide staff through next steps. Perform routine set-up of newly assigned laptops.

**OXFORD CIRCLE CHRISTIAN COMMUNITY
DEVELOPMENT ASSOCIATION**

900 E. Howell Street, Philadelphia, PA 19149 (215) 288-8504 contact@occcda.org occcda.org



Property

Maintenance:

- Respond to & resolve tenants' property maintenance issues, fostering positive relationships.
- Oversee recurring building upkeep, such as scheduling carpet cleaning (quarterly), pest control (monthly & as needed), and annual compliance inspections.
- Assign contractors to ongoing maintenance and repairs, recruiting new vendors as needed.
- Address minor maintenance issues yourself as you are able.

Admin:

- Manage the Property email and calendar.
- Log and track maintenance requests and major projects continuously.
- Track spending, stay within budget; identify invoices as tenants' or shared (CAM) expense.
- Help other tenants get their packages when delivered to the wrong door, and troubleshoot mail delivery system.

Rentals:

- Manage rental agreements and payment workflows for parking, office, and event spaces.
- Respond to rental requests, coordinate with affected parties to approve dates, go over contract to ensure liaison knows responsibilities, ensure building access and troubleshooting, collect payment, update logs.
- Collaborate with OCMC to route rentals to be handled by the church or OCCDA, based on affiliation and if it's a church-sponsored event or a paid rental.

Property Team:

- Attend Property Team meetings, record/take minutes to send to board, and help coordinate meetings.
- Take the lead on writing Agenda for monthly Property Team meetings, from your own knowledge, and in conversation with ED and Property Team rep.
- Take the lead on large new projects, requesting & comparing quotes from contractors, and presenting to Property Team info they need to make decisions.
- Develop & refine procedures (with Supervisor): Cleaning MOU, building policies, and rental contracts and rates.
- Other duties as assigned.

Donor

Telling our Story

- Coordinate the creation of a Donor Newsletter every-other month, with 2 large photos & a Feature story (ie. "Meet our Staff" spotlight, or a featured program), and 2 smaller photos & captions for upcoming events.
- Coordinate the creation & mailing of our Annual Report (Spring/Summer) and Year-End Donor mailings.
- Coordinate social Media posts: 3x/month, in collaboration with off-site Communications specialist.

Inviting Guests & Mobilizing Volunteers

- Curate list of staff alumni, past program participants, & partners, to invite to events and include in mailings.
- Reach out to invitees by phone, and coordinate with board members or volunteers to assist with calls.
- Recruit and organize volunteers for events, assigning clear roles, timeframes, and responsibilities.
- Order t-shirts and incentives for volunteers and donors.
- As part of event planning team: Manage RSVPs; welcome and guide sign-in and flow of guests at event.

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Donor Relationships

- Acknowledge online and recurring donations with a phone call and/or hand-written note.
- January: Reconcile Kindful and QBO entries. Create and issue year-end receipts.
- *Assist with:* Hosting personalized “Come & See” visits for donors. Prepping materials for visits to churches. Marketing & communications; online presence; #GivingTuesday campaign. Gathering photos and ordering promotional materials (ie. OCCCDA wall calendar, window decals). Interact with Donor board subcommittee.
- Other duties as assigned.

JOB QUALIFICATIONS:

- A deep understanding and commitment to the Oxford Circle community and to the holistic vision of the OCCCDA. A follower of Jesus, active in a local church.
- 2+ years of experience in Property Management, Business Administration, or related field.
- 2+ years of experience in Communications, Ministry, Community Development, or related field.
- Strong organizational skills and attention to detail.
- Excellent communication skills (written and verbal).
- Ability to take initiative, work independently, and manage multiple priorities.
- Preferred: Bachelor’s degree or higher.

Schedule:

- On site during regular work hours, and on call to respond to requests from tenants and/or Property Team.
- Hours can be set with Supervisor. Preferred: Tuesdays–Fridays (9am-3pm), plus 1 hour flex (work from home, take calls as needed). Regularly scheduled Property Team meetings: 1 weeknight per month.

To apply for this position:

- Complete a job application at this link: [Employee Application \(bit.ly/occcdajobapp\)](https://bit.ly/occcdajobapp), and
- Submit your resume via email to: katie@occcda.org, with “Office Manager, Property, & Donor” in the subject line.