Office Manager Duties

Open Office:

* Help transportation desk volunteer log in to RideScheduler and check messages

Phones/Messages:

* Review any messages left on recorder and handle requests or route information to appropriate people.
* Review emails and reply or direct to appropriate person in office.
* Answer incoming calls along with transportation desk.

Transportation Desk and Volunteers:

* Coordinate transportation desk volunteer schedule using RS in Others.
* Create calendar in Outlook under Calendar to review and pass out at staff meetings for signing up volunteers
* Take the transportation desk duty if no volunteer available.
* Assign recording of time sheets into RS to a desk volunteer after the first of a month
* Inform Director and VC if there is a need for more desk volunteers as well as assessment volunteers.

Birthday Card Ministry:

* Review stack of birthday cards at desk and mail those that are within 2 days. Before mailing check names to confirm their active status and proper addresses (including apartment number) in RS.
* Assign a volunteer to prepare mailings (Dina Oakes is current volunteer)
* Mid-month prepare list of names of volunteers and CR birthday for the next month
	+ C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Card Ministry - Addresses and Images (Birthdays\_Care Receivers or Volunteers in Excel Doc)
* Review this list with the RS from Reports – click on Birthdays
* Print off appropriate number of birthday cards – Bernadine Rickert (212-4487) creates handmade cards currently
* Have enough return address and Friends of FIA labels so volunteer can address the envelops marking the birth date in the place of the stamp and stuffing cards

Transportation Log updated:

* By the 25th of the current month, create next month’s Transportation Log (list of drivers).
* Send out email by the 20th requesting driver’s availability for transports next month.
* Make any changes to log. (C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\transportation)
* Print off on the desktop printer using legal size paper
* Be sure to check with volunteers who have been inactive for a month or so to see if they are ready to come back into service!

New Assessment Inquiries:

* Handle calls from potentially new care receivers, filling out the care receiver assessment form. Let them know a home visit will be made in 7-10 days by an FIA assessment person.
* Using the notebook: CARE RECEIVER WAITING LIST review the list of assessment people to see who can take the request for assessment. Email person all vital information and note the person and date emailed on form. When assessment person agrees to do assessment note it and put it in the notebook.
* When assessment person returns completed form review to make sure CR information is appropriate and enter the information into RS
* After entering in RS open CR Birthday list file to enter their birthdate
* C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Card Ministry - Addresses and Images (Excel Doc)
* Make a permanent file for that care receiver, and forward the “services requested” (FV or Shopping) to the appropriate coordinator’s mailbox.
* Keep 6 – 10 assessment packets on hand for assessment volunteers – to locate forms for the packets go to:
* C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Assessments
* When notified of a CR passing or no longer needing FIA services pull their hard copy file – file under Deceased or Inactive CR and deactivate in RS and remove from CR birthday list.

Enter the CR’s who have Regular Monthly Schedule:

* Enter on the 15th of the month the schedule for next month those who we serve for dialysis or other regular monthly rides
* C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Care Receiver\CR Regular monthly schedule

Maintaining the following lists:

* Care Receiver & Volunteer Birthday card list (see above for file location)
* Drivers’ log (see above for file location)
* Assessment people located in CARE RECEIVER WAITING LIST notebook and
* C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Assessment\Volunteers for Assessments
* Transportation Desk volunteers - Administrators in RS

Staff – Transportation Desk by-monthly meetings:

* Contact all Transportation Desk volunteers (including Coordinators) of the by-monthly staff meeting to be held on the second Tuesday of the month.
* Make sure date is reserved on calendar at the shared conference room – contacting Samantha Oleson – ARC Communications Coordinator soleson@normaltownship.org
* Plan agenda items with the director and staff.
* Produce staff meeting notes, email and put in binder for desk to initial after reading.

Accounting:

* After director opens mail and receives checks enter donations into Online QuickBooks – prepare a deposit for the director to take to the bank
* Prepare and mail donation letters (Donations greater than $100 give to director to personally sign)
	+ C:\Faith in Action of Bloomington-Normal\Doretta Herr - Shared Data\Shared Docs\Accounting\Thank you letter general donation
* Enter checks and debit card transactions from the Expense folder - return folder to director
* When request is received for a tax donation letter – prepare and send out letter
* Reconcile balance of Online Quickbooks with bank at the beginning of each month

Name Tags:

* Print paper name tags for people coming to orientations
* Keep track of name tag orders – when 8 have been requested order from JMC Photo & Digital Services

Home Repair Assignments:

* Record incoming requests on the yellow “Services Requested” sheet.
* Contact a volunteer from list in the HOME REPAIR notebook and offer them the job.
* Keep track of who has the job and when it is to be completed. When task is completed enter in RS.

Services Requested forms:

* Route any “Services Requested” to appropriate coordinator handling service.
* Print out monthly Volunteer hours that they submit by email and file for desk volunteer to record in RS.
* Call McLean Co EMA to pick up Functional Needs form filled out by new CR’s at their assessment

Office supplies:

* Track office supplies and request ordering when supplies get low.