



**Title:** Office Manager  
**Status:** Full-time Exempt  
**Reports to:** VP, Organizational Health & Management  
**Supervises:** Facilities Technician  
**Salary:** Commensurate with Experience

## Description of Organization

Lawndale Christian Legal Center (LCLC) provides North Lawndale justice-involved youth, 24 and under, with community-based holistic legal services. This highly relational and innovative model of holistic defense is performed by an interdisciplinary team of attorneys, case managers, outreach workers, and wrap around supports working seamlessly together in the community to support, serve, and advocate for youth and young adults in contact with the criminal justice system. Our holistic team works together to meet the various needs of our youth at every phase of the criminal justice system from diversion, court advocacy, and reintegration during probation or parole. By serving youth holistically in their community, LCLC is leading the transformation of the traditional criminal justice system by establishing new best practices in community-based holistic interventions that are more effective and cost less. More information on LCLC can be found at [www.lclc.net](http://www.lclc.net).

## Job Description

Under the direction of the Vice President of Organizational Health & Management, the Office Manager is responsible for performing functions related to the daily office operations of LCLC that include:

- Act as primary receptionist and ensure replacement when not available. Welcome visitors, volunteers, staff, and maintain accurate sign-in sheet and records of who enters the building
- Check and forward phone messages and emails every day.
- Answer phone calls and transfer to appropriate extension or take and deliver messages
- As part of Urban Labs evaluation of new clients, direct new clients who walk-in or call over the phone to appropriate Attorney Supervisor and Case Manager Supervisor to conduct consent process for LCLC's evaluation
- Receive, separate, and distribute mail and faxes.
- Complete mailings for staff
- Conduct all duties associated with supplies management, including buying and restocking, utilizing competitive pricing, and staying within a strict budget.
- Supervise facilities technician to ensure LCLC facilities are clean, safe, and well maintained.
- Oversee kitchen and cleaning calendar.
- Function as on-site point of contact for project contractors and elevate facilities needs to LCLC management as appropriate.
- Inform and work with IT Technician to address problems with equipment, copiers, computers, server, phones, and internet to ensure that all tech works properly.
- Provide support for the onboarding of new employees with office tour, providing building alarm codes, office keys, supply closets, and orientation to the facility.
- Create or procure business cards for staff members.

- Manage internal use of shared spaces, resolve scheduling conflicts, order food for meetings, and make sure rooms are set up as needed for meetings (audio, visual, tables, chairs, etc)
- Manage use of LCLC's projector and portable screen, create check-out and return policies, and resolve scheduling conflicts
- Manage external use and rental of shared spaces, execute and manage rental agreements, handle deposits and payments, ensure that week night and weekend events are appropriately staffed and supervised, and ensure that usage is aligned with LCLC's mission and values.
- Oversee catering needs for various programs, meetings, and events as directed.
- Recommend office policies to establish standards and procedures for office management.
- Perform other administrative duties as assigned by VP Organizational Health & Management.
- As schedule permits, perform administrative tasks requested by Directors and Supervisors
- Work with IT Technician to update all systems when employees leave including staff contact list, email lists, and collecting keys and computers.

Expected Results: Office is welcoming, neat, orderly, and well supplied, and equipment is in working order. Youth, visitors, and outside vendors are greeted and communicated with in a professional and efficient manner with appropriate troubleshooting and problem resolution. Staff are provided administrative support in coordinating programming and use of facility and are equipped with necessary supplies, keys, alarm codes, audio/visual support, food catering, and other administrative supports needed for them to perform efficiently and effectively.

#### Required Qualifications

- Bachelor's degree or an equivalent combination of education and experience
- Exceptional organizational and administrative skills
- Time management skills and ability to manage priorities and workflow
- Strong interpersonal skills, welcoming, and able to greet all visitors, including funders, Board members, community partners, and justice-involved, high risk youth from North Lawndale
- Good judgment, with the ability to make timely and sound decisions
- High degree of computer literacy (Microsoft Office, Google Email, Mail Merge, Excel, Salesforce or similar database) and demonstrated ability to learn new programs
- Action-orientation, adaptability, innovativeness, and collaborative approach required for succeeding within a small, dynamic, and diverse office
- Must be physically active, able to climb stairs, and lift up to 25 pounds
- Understanding of and commitment to LCLC's mission
- Candidates from North Lawndale encouraged to apply

#### Application

Please send cover letter and resume to the Interim Office Manager, Beatrix Li, at [bli@lclc.net](mailto:bli@lclc.net) and include position title in email subject.

*Lawndale Christian Legal Center is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve. We especially encourage applications from residents of the Greater Lawndale community.*