



## **OFFICE MANAGER**

### **SCOPE**

The Office Manager is responsible for ensuring the customer interface is courteous and responsive, while having an error free and responsive 'back office function'.

The Office Manager serves as the central coordination point for Rahma Center's daily operations, supporting multiple departments and ensuring seamless communication, organization, and execution across the organization. This role reports to the Director of Operations & Community Engagement and provides support to leadership and the Board of Directors.

### **ROLE EXPECTATIONS**

This is **not a routine administrative role**. It requires a high level of ownership, reliability, and professionalism. The ideal candidate is proactive, detail-oriented, and able to balance front-facing responsibilities with strong execution in a fast-paced, community-driven environment.

### **PRIMARY RESPONSIBILITIES**

1. Customer Service
  - Host patrons and visitors in a professional and friendly manner
  - Handle communications (phone, online) in a professional and friendly manner
  - Proactively work with donors to ensure a satisfactory experience
  - Serve as the primary point of contact for visitors, calls, and email communications, ensuring a high standard of professionalism and responsiveness
  - Triage inquiries and route them to appropriate departments (Religious, Counseling, CAP, Quran Institute, etc.)
  - Manage office email inboxes and respond in a timely and professional manner
  - Coordinate scheduling and appointments, including support for the Religious Director



## 2. Back Office functions

- Maintain secure/organized filing (paper/online) storage and retrieval system
- Maintain records of confidential information (expenses, payments, contracts)
- Keep website up to date with communications, status, and events calendar
- Maintain/manage social media presence
- Ensure secure processing of donations and financial matters
- Support basic financial tracking including petty cash, expense logs, donation tracking, reporting, donor logs, and follow ups.
- Maintain internal systems for registrations, spreadsheets, and operational tracking

## 3. Administrative Support

- Provide administrative and scheduling support to Religious Director, and occasionally to other team/BOD members as requested
- Ensure logistics for events are coordinated properly
- Support planning for large events with volunteers as needed
- Coordinate logistics for programs and events including scheduling, space usage, and registration tracking
- Act across departments to ensure communication and workflows are aligned
- Provide administrative support to leadership and Board of Directors as needed

## 4. Systems & Technology Support

- Utilize systems (CRM, registration tools, spreadsheets) to ensure data accuracy and usability
- Support basic A/V and livestream operations as needed

## 5. Facility & Operations Support

- Conduct routine walkthroughs to ensure spaces are clean, organized, and ready for use
- Coordinate with janitorial and maintenance teams as needed
- Report facility or operational issues to supervisor in a timely manner

## **KNOWLEDGE, SKILLS, EXPERIENCE, COMPENSATION**

### 1. Knowledge/Education

- Minimum of a Bachelor's Degree
- Excellent English oral and written skills
- Fluency in Arabic or other middle eastern languages a plus



## 2. Skills

- Excellent communication skills (written and verbal)
- Extremely customer oriented and empathetic
- Proficiency in Microsoft products and online/social media tools
- Attention to detail, confidentiality, and time management are necessary
- Strong organizational and multitasking abilities with the ability to prioritize effectively
- Ability to work independently, take initiative, and exercise sound judgment in a fast-paced environment

## 3. Experience

- Minimum 4–5 years of relevant administrative or office management experience required

## 4. Compensation

- Competitive compensation package (base, bonus, insurance, PTO)
- Full-time position with flexibility required based on programs and events

## 5. Legal Status

- Must be legal resident (green card holder) or citizen of the USA

## 6. Physical Location and Hours of Work

- Location: 27121 Towne Centre Dr., Suite 150, Lake Forest, CA
- Work Schedule:
  - o Monday – Friday: 12:00 pm – 8:00 pm
  - o Saturday: 11:00 am – 3:00 pm
  - o Ramadan: Daily 5:00 pm – 11:00 pm
- Salaried 40 hours per week. Self driven individual may pursue more hours