



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

## Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte have joined forces to become one organization. Our organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region.

### POSITION SUMMARY:

The Urban Ministry Center/Men's Shelter of Charlotte is an interfaith agency dedicated to bringing the community together to end homelessness, one life at a time.

UMC/MSC is a leading provider of permanent supportive housing and rapid re-housing for individuals who are experiencing homelessness in the Mecklenburg area. We are expanding our programs to include 2 new experimental housing programs, MeckHOME and Link Housing. These programs will serve individuals who have been homeless and in a shelter for six (6) months or longer. MeckHOME will seek to serve individuals who will end their homeless situation through employment income. Link Housing will serve individuals who are elderly and/or have a disabling condition while they await permanent housing subsidy. Both programs will use a shared (roommate) model. This position is initially funded for three and a half years.

The Office Manager will play a key role in ensuring the effective operations of this growing program. This is a new position so the person most suited for this role would be comfortable with a changing environment. The individual in this position needs to be a self-starter who can work with management to design an effective organizational system for the program.

PO Box 31335, Charlotte, NC 28231  
[www.urbanministrycenter.org](http://www.urbanministrycenter.org)

PO Box 36471, Charlotte, NC 28236  
[www.mensshelterofcharlotte.org](http://www.mensshelterofcharlotte.org)

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### ESSENTIAL FUNCTIONS:

- Maintain databases;
- Process invoices from vendors;
- Ensure filing systems are maintained and up to date;
- Ensure protection and security of files and confidential records;
- Maintain files and records according to the funder requirements;
- Process invoicing for monthly rent and funder billing;
- Collect and process rent payments, tracking any late or past due payments;
- Perform administrative duties as needed for management;
- Maintain office supplies, anticipating needs. Purchase supplies as required;
- Develop relationships and liaise with other agencies and businesses;
- Maintain office equipment;
- With Case Manager, schedule maintenance for tenant apartments;
- Track and assist with leases and Use and Occupancy agreements;
- Greet building visitors and accept deliveries;
- Manage apartment inspections;
- Assist with tenant social activities;
- Coordinate donations and cleaning kits for tenants;
- Other duties as assigned.

### OTHER RESPONSIBILITIES:

1. Participates in staff training and development activities as directed.
2. Performs other duties as directed by supervisor.

### EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- High School Diploma or Equivalent
- 3 years' experience working in an administrative role

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- Knowledge of office administration
- Ability to use a range of office software, including email, spreadsheets and databases (experience with Financial Edge a plus)
- Able to produce business correspondence, proofread for grammar, spelling and punctuation with a high degree of accuracy
- Ability to maintain a high level of accuracy in preparing and entering data
- Excellent interpersonal skills
- Ability to set good boundaries
- Analytical and problem-solving skills
- Decision-making skills
- Attention to detail and high level of accuracy
- Effective organizational skills
- Ability to juggle multiple tasks and deadlines
- Have valid driver's license

**WORKING ENVIRONMENT:**

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