

**WOMEN'S LAW CENTER of Maryland, Inc.**  
**Job Opening**

**Job Title: Office Manager**

Status: 40 hours per week, full time

Salary: \$39,000 plus excellent benefits, including unlimited PTO, paid family leave, simple IRA, parking, and more

Office climate: Flexible, business casual dress, committed to excellence and service to others.

**Organizational Description:**

The Women's Law Center of Maryland, Inc. is a statewide non-profit legal services organization, dedicated to ensuring the physical safety, economic security, and bodily autonomy of women in Maryland. We work towards our goal by increasing access to justice in our legal system through multiple legal projects. Our direct legal services projects provide free attorneys in family law matters, protective order hearings, and immigration proceedings for survivors of intimate partner violence; our hotlines assist callers across the state in family and employment law matters; and our advocacy work covers the expanse of our mission through legislative and judicial selections advocacy. To learn more, visit our web site at [www.wlcmd.org](http://www.wlcmd.org)

**Position Description:**

Situated in our administrative office in Towson, MD, the Office Manager plays a key administrative role in achieving our mission, including interacting with donors, clients, attorneys, volunteers, and judicial candidates, and maintaining many of the day-to-day functions of the office space. While we have a policy allowing for some remote work, the position will be expected to work primarily in the office.

**Duties and Responsibilities Include:**

1. Be the first point of contact for individuals in crisis seeking legal assistance through our services, using sensitivity and the basic principles of trauma-informed service.
2. Respond to client questions and make appropriate referrals via telephone and email, both internally and externally.
3. Perform general office duties such as typing, filing, handling phones, e-mail, voicemail; operating standard office equipment including phones and photocopier/scanner, fax; processing the mail; ordering and organizing office supplies; organizing stored materials and archives.
4. Providing administrative support to the three remote offices including logistical and supply needs.
5. Provide basic I.T. support and troubleshooting; work with our I.T. contractors to maintain uninterrupted service to our hotlines and other projects.
6. Assist with basic bookkeeping tasks.
7. Assist with event and meeting planning and coordination, including preparing mailings and assisting at event tables.

8. Process memberships and donations and assist with maintenance of development database and Constant Contact, as well as other development/fundraising administrative tasks.
9. Assist with production of member communications/bulk mailings, including thank you letters, newsletters, and solicitations.
10. As part of WLC team, provide occasional staffing for members events.
11. Provide administrative support to Maryland Legislative Agenda for Women (MLAW).
12. Other duties as assigned.

**Requirements:**

- Previous experience performing related tasks in an office environment required
- Must be proficient using Microsoft Windows, Microsoft Office 360, Word, Excel, Outlook, the Internet, web-based applications, and have aptitude and interest in expanding computer knowledge; must have good typing skills. Experience using Legal Server a plus, but not required.
- Must have good judgment, empathy, and strong customer service skills.
- Must be detail oriented, accurate, thorough, and well organized.
- Must have the ability to juggle multiple projects and demands at once, and prioritize the needs of those projects and tasks.
- Experience with graphic design, WordPress, Power Point, Photoshop, and production of written material desired.
- Must have strong skills in written and oral communication, including courteous and clear telephone communication skills. Must speak English fluently.
- Must be flexible and a team player -- someone who will enthusiastically pitch in to get a job done.
- Must project positive and professional image and complete tasks promptly and thoroughly without close supervision.
- Experience working with the public required; experience working with individuals in crisis or who have experienced trauma in the past preferred.
- Office experience required; prior legal experience and Spanish skills preferred.

In order to be considered you must send a cover letter, resume, and three references via e-mail to:

Jessica Morgan, Chief Operating Officer  
[jmorgan@wlcmd.org](mailto:jmorgan@wlcmd.org)

Position open until filled.

Updated 6/22.