

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

- Job Title:** Office Manager and Administrative Professional
- Status:** Full Time, Non-Exempt, In-Person
- Salary:** \$45,300
- Location:** Towson, Maryland
- Benefits:** Unlimited planned and approved PTO, paid sick leave, paid family leave, simple IRA, parking, and more; Our office climate is progressive, flexible, business casual, and committed to excellence, inclusion, 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. Our three direct services projects provide free attorneys to survivors of intimate partner violence in family law, protective order, and immigration cases. Meanwhile, our hotlines assist callers in family and employment law matters, and our leadership team advocates for legislative policies and judicial selections that support our mission. Learn more on our web site: [www.wlcmd.org](http://www.wlcmd.org).

**Position Description:**

The WLC is seeking an administrative professional with 3-5 years' experience to manage daily operations of our Administrative Office. Situated in Towson, MD, the Office Manager and Receptionist plays a key administrative role in keeping our offices and projects running smoothly. This includes courteously greeting callers, determining the reason for their call, and directing them to the appropriate projects or organizations, as necessary; interacting with donors, clients, attorneys, volunteers, and judicial candidates; handling mail and supply orders; and maintaining the day-to-day functions of the office space. As the role is responsible for the physical office space, the position will be expected to work primarily in person in the office.

**Duties and Responsibilities Include:**

1. Be the first point of contact for callers seeking legal assistance through our services.
2. Respond to client and caller 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; mail-merge; operating standard office equipment including phones and photocopier/scanner, fax; processing the mail; ordering and organizing office

supplies; maintaining the organization of the office space; organizing stored materials and archives.

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

### **Requirements:**

1. Must have strong skills in written and oral communication, including courteous and clear telephone communication skills. Must speak English fluently. Spanish speaker preferred, but not required.
2. Minimum of 3 years of experience performing related tasks in an office environment and with the public required. Experience working in the non-profit sector preferred.
3. 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 and Donor Perfect preferred, but not required.
4. Experience with graphic design, WordPress, Power Point, Photoshop, Canva, and production of written material preferred.
5. Must be detail oriented, adaptable, reliable, and well organized, with the flexibility and ability to juggle multiple projects and demands at once and prioritize the needs of those projects and tasks.
6. Must be able to remain stationary for extended periods of time; must be able to regularly lift up to 25 pounds and occasionally lift up to 50 pounds.

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.

## **Equal Opportunity Employment**

The Women's Law Center of Maryland considers the diversity of its workforce to be vital to our organization's success in meeting its mission. We strongly encourage applicants from all cultures, races, life experiences, socio-economic classes, sexual orientations, age, gender, and physical abilities to apply. As an Equal Opportunity Employer, it is our policy not to discriminate against any employee or applicant due to race, color, religion, gender, sexual orientation, national origin, age, disability, familial status, marital status, predisposing genetic characteristics, actual or perceived domestic violence victim status, unemployment status, caregiver status, or any other category protected by law.

## **Reasonable Accommodations**

If you require accommodations during our hiring process, email [admin@wlcmd.org](mailto:admin@wlcmd.org).

Updated 8/23.