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## **Job Title: Office Administrator**

The Islamic Society of Baltimore (ISB) located in Baltimore County, Maryland is recruiting a full-time Office Administrator. The Office Administrator will be serving as the face of the front-office staff as well as the ISB organization to the public. ISB is looking for someone who is efficient, dependable, organized and enjoys working with people and community members. We are seeking a self-motivated person who can provide excellent customer service and knows how to manage the day-to-day whirlwinds of a large, complex organization.

The ideal person will have a strong attention to detail, a flexible attitude, and dependable. Be an excellent and effective communicator, and problem solver with an easy to get along with personality. Confidentiality, excellent organizational skills and accuracy are important qualifications for this position, as well as good customer relations and the ability to communicate clearly.

Must be available to work on-site during office hours: M-F 8:00 AM - 5:00 PM. Must be flexible to work some evenings and weekends, as necessary.

### **QUALIFICATIONS:**

- A bachelor's degree or equivalent experience
- At least three years of previous experience in office management, school, or a non-profit environment.
- Fluency in English (Spoken and written).
- Experience interacting with various interfaith organizations and involvement in outreach activities.
- Must be able to provide proof of the right to work in the United States as described by the Department of Homeland Security on this page: <http://www.uscis.gov/i-9-central/acceptable-documents> on the first day of employment.

### **DESIRED/ADDITIONAL QUALIFICATIONS:**

- Ability to work evenings and weekends, due to the needs of the community, as necessary.
- At least 3-5 years of experience in customer service in any industry, preferably in a religious institution.
- Have excellent communication skills. Be able to quickly and effectively interact using a variety of digital and social communication platforms.

### **ESSENTIAL RESPONSIBILITIES:**

The Office Administrator is expected to oversee, manage and carryout all administrative responsibilities of ISB operations and assist in documenting, developing policies, systems and procedures for the front-office. In addition, the candidate will interface with a variety of



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stakeholders, complete transactions and be the point-of-contact and subject-matter expert for all operational needs of the office.

- Working knowledge of MS Office and QuickBooks experience.
- Experience working in a changing and fast-paced environment
- Experience working with a variety of people and styles.
- Ability to understand and resolve inadequacies and problems.
- Understanding of and conduct representing an Islamic environment.
- Able to interact with a diverse community, staff, and vendor populations with a high degree of cultural and religious sensitivity.
- Exhibits 110% professionalism and positive attitude when interacting with customers, family members, and visitors at all times.
- Experience working with human resource management, accounts payable/receivables and payroll processing is desirable, but not required.

#### **GENERAL RESPONSIBILITIES:**

- Interact with all persons and organizations, Muslim and Non-Muslim, in a manner that reflects positively on Islam, Muslims, and ISB.
- Continually strive and conduct oneself in ways that foster unity and inclusiveness among all community members, and promote broad participation in Islamic and community activities.
- Lead by example to prevent discrimination on any basis including but not limited to school of thought, gender, race, nationality, ethnic origin, citizenship, political affiliation, or economic status.
- Conduct oneself in a manner that is respectful of the history and diversity of the Muslim community.

#### **SALARY & BENEFITS**

- A competitive compensation package; dependent upon qualifications and background.

#### **HOW TO APPLY**

Please send your completed [ISB Job Application](#), cover letter and resume to [jobs@isb.org](mailto:jobs@isb.org). Please also be sure to provide your contact information as well as the best time to contact you.