

NAACP MEMPHIS BRANCH

POSITION DESCRIPTION | OFFICE MANAGER

Position	Office Manager
Location	Memphis, Tennessee
Employment status	Full-time (proposed)
Reports to	Branch President
Compensation	Commensurate with experience and approved budget

Position Summary

The Office Manager oversees daily administrative operations of the NAACP Memphis Branch, supports elected leadership and committees, assists members and community stakeholders, and helps coordinate programs that advance civil rights, civic engagement, equity, and community empowerment. This role requires strong organizational skills, professionalism, discretion, and a service-oriented approach.

Key Responsibilities — Office Operations

- Coordinate office schedules, correspondence, visitors, phone calls, email, supplies, vendors, and records.
- Maintain efficient administrative procedures, secure filing systems, and accurate contact lists.
- Prepare meeting materials, track assignments and deadlines, and support the Branch President, Executive Committee, and committee chairs.
- Maintain confidentiality of personnel, member, donor, and constituent information.
- Manage office volunteers

Membership and Constituent Services

- Answer membership questions; assist with recruitment, renewals, orientation, and member communications.
- Receive and document civil rights inquiries and community concerns; refer matters to designated Branch leaders or committees for review.
- Track referrals and follow-up without offering unauthorized legal advice or making commitments on behalf of the Branch.
- Provide respectful, timely service to members, volunteers, visitors, and community partners.

Programs, Events, and Communications

- Coordinate logistics for membership meetings, public forums, voter education programs, press conferences, and special events.

- Assist with registration, venues, materials, volunteer coordination, attendance records, and post-event reporting.
- Draft routine letters, announcements, newsletters, and other communications for leadership review and approval.
- Support relationships with community organizations, faith groups, civic partners, and public officials.

Financial and Administrative Support

- Assist the Treasurer and authorized leadership with invoice tracking, receipts, expense documentation, and approved payment requests.
- Support fundraising and donor administration, including correspondence and recordkeeping as authorized.
- Follow established approval procedures, financial controls, and applicable NAACP policies; assist with audits and reporting.

Required Qualifications

- Associate degree or equivalent relevant experience; at least three years of administrative or office management experience.
- Excellent written and verbal communication, customer service, time management, and organizational skills.
- Proficiency with Microsoft Word, Excel, Outlook, PowerPoint, and digital recordkeeping systems.
- Ability to handle confidential matters, work independently, and collaborate with volunteer leadership.

Preferred Qualifications

- Bachelor's degree in business, public administration, nonprofit management, or a related discipline.
- Experience with a nonprofit, civil rights organization, membership association, or community-based organization.
- Familiarity with Memphis and Shelby County civic organizations, board support, CRM systems, and event coordination.

Core Competencies and Performance Measures

- Professionalism, discretion, initiative, accountability, cultural awareness, and commitment to the NAACP mission.
- Performance assessed through office efficiency, responsiveness, record accuracy, confidentiality, leadership support, and event coordination.

Work Expectations

Primarily office-based in Memphis. Occasional evening and weekend hours may be required for meetings and community programs. The Office Manager must maintain appropriate

boundaries when handling sensitive constituent matters and follow all approved organizational policies.

Equal Employment Opportunity

The NAACP Memphis Branch is committed to equal employment opportunity and a professional workplace that values fairness, inclusion, and respect, consistent with applicable law.

Please email resumes to NAACP President Kermit Moore at Kermit.Moorejr@gmail.com.

Deadline for resumes is October 26, 2026.