



JOB DESCRIPTION

Position Title: Office Manager

Department: Management & General

Reports To: Director of Finance and Administration

Job Summary

The Office Manager ensures efficient flow of office procedures and supports the department directors by carrying out common office duties. This person must maintain a positive and friendly organization image by acting as the first line of contact to visitors, clients, and vendors in person, online, and via telephone. Bilingual English and Spanish language skills preferred.

This is a long-term position with room for growth, which can be structured as full-time or part-time with full-time preferred. As a full-time employee, benefits such as health, dental, life and vision insurance participation, and paid time off as well as paid holidays are included in the job offer.

Major Duties & Responsibilities

- Responsible for the office and first interaction with the agency:
 - Manages main office and reception area and looks after visitors
 - To a professional standard, drafts, formats, and prints relevant documents
 - Maintains supplies stock lists and orders office supplies as needed
 - Interacts with directors and carries out their requests, including managing multiple calendars and schedules
 - Creates agendas and takes thorough meeting notes
 - Photocopies and files appropriate documents as needed
 - Attends workshops and conferences when requested
- Manage, sort, distribute and follow up on all agency inbound communications.
 - Manages correspondence by answering voicemails, emails and sorting and distributing mail
 - Manages multiple email accounts, keeping them organized, forwarding mail to the relevant staff and following up on emails.
 - Process all inbound and outbound mail.
 - Answers phone calls and transfers them as necessary
 - Manages outgoing post and records data on special deliveries
 - This includes several mailings per year related to the Development Department.
 - Responsible for the mailing list, mail-merge functionality, printing labels, coordinating mailing methods, all under the direction of the requesting department head.
 - Communicates with clients and vendors effectively and relays important information to the relevant departments.
- Prepare all process and procedure documentation and staff files with department leaders, then provide to them for review and correction.
 - Once signed off, create a library online and in hard copy of documentation.

Additional Duties & Responsibilities



- Responsible for bookkeeping tasks such as:
 - Handles billing by entering bills into QuickBooks and classifying expenses accordingly
 - Downloads/Imports/Enters transactions into QuickBooks and classifies expenses accordingly
- Responsible for managing all of the agency's staff files.
 - All hiring documentation must be processed and signed off through this Office Manager position
 - Once an employee is hired, the Office Manager completes the hiring documentation process
 - Maintains accurate records for employee PTO requests and PTO time available
- Assist with program registrations at the direction of the Director of Programs and/or the Camp Director. This can include but is not restricted to
 - participant registration
 - communication with parents
 - CampMinder entries as directed by the Director of Programs and/or the Camp Director
 - Processing parent payments as directed by the Director of Finance

Qualifications

Prior Office Management Experience Preferred; Strong Attention to Detail; Ability to Work Without Supervision; Excellent Time Management Skills; Exceptional Communication and Customer Service Skills; Technical Skills, Including Proficiency With Microsoft Office Programs and QuickBooks Data Entry; Must use the word Elephant in the subject line of your job application; Strong Prioritization and Organization Skills; Ability to Handle Confidential Information; Strong Record Keeping Skills; Ability to Multitask