

POSITION DESCRIPTION – Office Manager

Overview: Responsible for payroll, receivables, payables, deposits, and working relationship with accountants and banks. Manage operating systems for membership transactions, databases, and summary reports. Assist in the development and monitoring of internal control procedures. Provide regular financial, membership and center usage reports. Maintain membership sales records. Oversee the organization and administration of agreements with vendors and contractors. Assist in the overall management of the center and its programs and activities. Work alongside center staff to operate the courtesy desk and assist with programs, classes, promotional activities, special events, and facility rentals.

Reports to: Executive Director

Specific duties and responsibility areas:

Manage accounting and financial processes with limited guidance from the Executive Director.

- Work independently (and with staff) to accurately handle all monetary transactions with members, guests and clients
- Institute a daily cash management and transaction routine for use by all employees that reflects an open, honest and uncomplicated system
- Assist with the organization and administration of vendor agreements, accounts payable, accounts receivable, deposits, funding requests, and the working relationships with accountants and banks
- Handle inquiries from members and clients regarding payment issues, send annual renewal statements, and pursue collection of receivables

Assist the Executive Director and Board of Directors with the development of the annual Operating Budget.

- Work closely with the Executive Director, Board members, and committees to develop, maintain, and re-forecast a comprehensive annual budget
- Monitor cash flow and budget compliance on an on-going basis and report regularly to the Executive Director

Develop and maintain membership transaction database.

- Work closely with the Executive Director, management and staff to develop, maintain, and report membership, transaction, center usage, and associated database summaries

Support the Executive Director to administer facility and staff operations.

- Assist with human resource functions, including administration of payroll, benefits, leave, withholding taxes, and related matters

- Work with the Executive Director in managing the acquisition, usage and integration of office equipment, information technology and other business systems

Perform a variety of shared staff duties including, but necessarily limited to, the following:

- Staff the courtesy desk, answer phone calls and respond to inquiries from members, guests and the general public
- Assist with special events and programs as needed
- Assist with minor cleaning and maintenance of the facility
- Help prepare for facility rentals and classes, and assist with clean-up afterward
- Assist with and participate in promotional activities and events
- Perform other duties as assigned by the Executive Director

Key Competencies

- Communication skills
- Problem analysis and assessment
- Judgment and problem solving
- Decision making
- Planning and organizing
- Work and time management
- Attention to detail and high level of accuracy
- Information gathering and monitoring
- Initiative
- Honesty and integrity
- Adaptability and flexibility
- Teamwork and collaboration
- Ability to work well with the public

Job Qualifications

- College degree in business or related field. Experience may substitute for higher education requirement; however, a high school diploma or equivalent is required.
 - Knowledge of accounting, data and administrative management practices and procedures
 - Knowledge of clerical practices and procedures
 - Computer skills and knowledge of office management software packages