



Office Manager Job Description

Status: Full-Time, 40hr/wk, non-exempt

Salary: \$21-\$26/hr, \$43,680-\$54,080 annually

Reports to: Executive Director

Position Summary:

The Office Manager is responsible for the day-to-day operations of the Community Resource Center of Stanwood Camano. This is a unique position requiring a diverse set of skills. This position has primary responsibility for management of our front office, administrative functions, oversight of our volunteer-run used bookstore, basic human resources functions, facility use management, monthly reporting, mailings & correspondence, event coordination, and support to Executive Director and staff.

CRC-SC Culture:

1. *Customer focused:* Striving for high client satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the client.
2. *Coach-ability:* Being receptive to feedback, a willingness to learn, and embracing continuous improvement.
3. *Collegiality:* Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.
4. *Initiative:* Taking ownership of your work, doing what is needed without being asked, following through on tasks and assignments.
5. *Efficiency:* Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things.

Essential Job Duties and Responsibilities:

1. Performs administrative functions: manages phone system, including voice mail, routing of calls, and messages, greets and assists customers, manages vendor contracts, troubleshoots problems, provides support to social media and website information.
2. Maintains and orders office supplies for the entire office – including agency brochures, pamphlets, posters, business cards, etc.
3. Keeps current with center operations and procedures; assists in center operations when needed; responsible for opening-up and closing duties as applicable; responsible for correct procedures of receipting, documenting and safe storage of all monies received.
4. Assists in used bookstore functions: provides support to volunteers with processing book donations, pricing and entering inventory into Quickbooks POS, completing sales transactions, assisting customers, management of till.

5. Complete HR new-hire documentation: processes staff and volunteer applications, references, and background checks. Ensures annual background checks are completed and staff & volunteer information stays up to date.
6. Maintains and prepares required reports.
7. Proactively maintains highly organized filing system for our records.
8. Administrative support to Board of Directors including preparation of monthly board packets, weekly committee meetings, and transcription of board minutes as necessary.
9. Addresses and mails correspondence for fundraising and outreach efforts.
10. Other duties as assigned by Executive Director as related to the job functions as outlined above.

Minimum Qualifications:

- Minimum High School Graduate or GED, 2+ years supervisory experience; 3+ years customer service experience, 2+ years administrative experience; or any equivalent combination of education, training, volunteer and previous work experience that provides the required skills, knowledge, and abilities, work in non-profit environment a plus.
- Strong knowledge and understanding of barriers facing families and individuals living in poverty. Capable of relating well to individuals from diverse backgrounds, cultures, education levels and varied socio-economic backgrounds. Ability to maintain high level of confidentiality.
- Strong Organizational Skills: efficiently manage your time, workload, and resources; detail-oriented, accuracy is key and meeting deadlines is a must.
- Communication Skills: ability to communicate clearly and effectively, both verbally and in writing, with people from a variety of cultural, economic and ethnic backgrounds; individuals with disabilities hindering communication; and individuals lacking fluency in verbal or written English. Utilizes proper grammar, spelling, punctuation and composition. Fluency in English is necessary; bilingual or multilingual is a plus.
- Computer Skills: Proficiency in Microsoft Office Suite: Excel, Word, PowerPoint and Outlook. Ability to perform thorough Internet searches, accurately complete data entry logs and clearly transmit information through email. Ability to work effectively with specialized software applications.
- Flexible Availability: Flexible schedule to meet deadlines associated with position or to support events.

Work Environment and Physical & Mental Demands:

Working Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Typically interaction with others is busy, constant and occasionally interruptive. Work may be demanding at times. May require ability to work irregular hours. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical and Mental Demands: The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

Physical Demands:

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Mental Demands: While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex problems; may use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with members, staff, volunteers, and others encountered in the course of work, some of whom may be dissatisfied individuals.

Job descriptions represent a general outline of job duties, functions and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

Employee Signature

Date

Executive Director Signature

Date