



Office Manager

Roles and Responsibilities

Business Administration, Operations, Systems Implementation, Clerical/Data Entry, Development, Training, & Facilities Management

1. Act as Operations Manager by overseeing operations that are too diverse to be classified into one area of management or administration
2. Facilitate the smooth running of the organization by managing daily operations such as accounting and bookkeeping, human resources, and overall organization of the workplace,
3. Formulate, establish, and carry out organizational goals, design and implement office policies and procedures
4. Act as Human Resources personnel
5. Oversee first day onboarding to process new hire paperwork and communicate policies and act as a intermediary between senior management and staff
6. Develop intra-office communication protocols and streamline administrative procedures
7. Make staff schedules, assign work, and ensure project completion of administrative personnel
8. Act as point of contact for maintenance requests, mailing, shipping, supplies, equipment, vendors, service providers, and billing
9. Partner with Marketing Coordinator to coordinate production of flyers, brochures, pamphlets, program narratives, donor acknowledgements and mailers, etc. either in-house or through a professional printer
10. Provide general support to visitors by handling inquiries and complaints
11. Direct and oversee organizational financial and budgetary activities
12. Manage general activities related to providing services, ensuring organization, designing and implementing filing and record keeping systems, completing expense/reimbursement reports, composing and preparing correspondence, arranging itineraries and agendas, compiling documents and monitoring clerical functions
13. Innovate by applying new technologies and systems in the workplace
14. Consult with CEO and other senior management about operations and major expenditures
15. Analyze and reconcile financial statement, reports, variances, corrections, and other performance indicators to ensure organizational financial objectives are met

16. Establish and maintain a time tracking system, review time punches for accuracy, and process payroll for employees, vendors, and contractors in a timely manner - making corrections as necessary
17. Identify places to cut costs to improve performance, policies, and programs
18. Act as Contract and Proposal Manager by identifying applicable grants, receiving Requests for Proposal, taking notes, writing questions, and developing a plan by outlining each stage and creating a schedule to meet deadlines.
19. Delegate tasks, research, and gather resources as necessary
20. Act as Grant Writer by creating and keeping a record of funding opportunities, assisting in the creation of, proofreading, and reviewing narratives, budgets, and grant packages when asked
21. Act as point of contact for all public relations requests for information and coordinate all public appearances for organizational leadership with support from the Office Manager
22. Partner with Executive Assistant to negotiate and solidify dates, prices and types of training the organization provides
23. Actively participate in the planning and execution of company events
24. Develop, implement, and maintain a process and schedule for community use of training space
25. Assist Executive Assistant with preparation of agendas and documents for Board meetings, trainings, and other meetings
26. Assist Executive Assistant with securing locations for conferences, trainings, and special events
27. Assist program staff with coordinating volunteers and vendors for special events
28. Act as Training Coordinator by remaining updated on technical and professional knowledge by attending educational classes or workshops, joining professional associations, building networks with fellow professionals, and reviewing non-profit industry publications and identifying/providing the same opportunities for staff development
29. Effectively communicate orally and via written correspondence by providing all necessary information and follow up to make informed decisions in a timely and accurate manner
30. Other duties as assigned