

Job Title: Office Manager
Reports To: Operations Director

Job Overview:

The Office Manager will be responsible for overseeing a variety of administrative, financial, staffing, and communications-related functions in a remote work environment. This role will require exceptional organizational skills, strong communication abilities, and a keen eye for detail. The ideal candidate will play a key role in supporting day-to-day operations and ensuring smooth coordination across multiple teams.

Key Responsibilities:

Staffing, Volunteers, & Interns

- **Recruitment & Screening:** Review and screen applications for staff, interns, and volunteers via phone interviews.
- **Candidate Management:** Conduct background checks and maintain detailed profiles within Planning Center. Provide screening summaries and recommendations to the Operations Director for next steps.
- **Program Coordination:** Serve as the primary point of contact for internship and volunteer programs. Build relationships with colleges to recruit interns and manage all volunteer signups.
- **Scheduling:** Oversee volunteer, intern, and staff scheduling within Planning Center, ensuring adequate coverage for resident programs, life skills classes, and other activities.
- **Onboarding & Compliance:** Review and process new hire onboarding paperwork, manage PTO balances, track timesheets, and schedule drug tests as needed.

Administrative Support

- **File Management:** Establish and maintain a streamlined electronic filing system for organizational documents.
- **Email & Communication:** Oversee the organization's email inbox, triaging and responding to correspondence as needed. Manage communications with staff, volunteers, and external stakeholders.
- **Meeting Coordination:** Schedule staff and board meetings, prepare agendas, take meeting minutes, and file meeting records electronically.
- **Executive Support:** Serve as an executive assistant to the CEO, managing their schedule and calendar.
- **Process Improvement:** Review and suggest improvements for office processes and procedures.
- **Data Tracking & Reporting:** Track and report on donor trends and maintain accurate records in the organization's database of contacts, donors, and volunteers.

Financial Management

- **QuickBooks & Financial Oversight:** Manage QuickBooks accounts, review and approve requisitions and invoices, and track income. Complete monthly bank reconciliations, generate checks for vendors, and collaborate with the CPA on payroll and taxes.
- **Financial Reporting:** Provide monthly financial reports to the CEO and Board of Directors, ensuring accurate and timely reporting.
- **Grant & Fundraising Support:** Identify potential grants and fundraising opportunities. Support fundraising efforts to exceed annual revenue goals.
- **CPA Liaison:** Act as the point of contact for the organization's CPA, ensuring smooth financial operations and compliance.

Marketing & Communications

- **Content Creation:** Draft, proofread, and edit communications materials, including newsletters, website content, social media posts, fact sheets, and promotional items.
- **Vendor & Correspondence Management:** Handle communications with vendors, placing orders or service requests as needed. Manage incoming inquiries via email, phone, and social media.
- **Public Relations & Social Media:** Lead the creation of press releases, newsletters, and social media content. Maintain and grow the organization's social media presence, engaging with followers and promoting key messages.
- **Partnership Development:** Identify and pursue opportunities for partnerships, sponsorships, and donor relationships.
- **Media Relations:** Prepare staff and board members for media announcements and public-facing communications.

Other Responsibilities

- **Ongoing Development:** Participate in ongoing training and continuing education to support professional growth.
- **Staff Development:** Identify and coordinate relevant training opportunities for staff.
- **Event Planning Support:** Assist with event planning and coordination, ensuring smooth execution of organizational events and activities.

Skills & Qualifications:

- Strong organizational and time-management skills with the ability to manage multiple tasks and deadlines.
- Proficiency in Microsoft Office Suite, Google Workspace, QuickBooks, and Planning Center (or similar scheduling software).
- Excellent written and verbal communication skills.
- Experience with financial management, including invoicing, bank reconciliation, and payroll processing.
- Ability to build relationships with a diverse group of stakeholders, including staff, interns, volunteers, donors, and vendors.
- Detail-oriented with a high level of accuracy in all tasks.
- Previous experience in office management, administrative support, or similar roles is preferred.

Position Details:

- **Job Type:** Full-time, Remote
- **Reports To:** Operations Director
- **Compensation:** Competitive, based on experience