



130 N. Louisa Ave.  
Shawnee, Oklahoma 74801  
ceo@ShawneeForward.com  
Phone: 405.273.6092  
www.ShawneeForward.com

## **Job Title: Office Manager**

### **Job Summary**

The Office Manager provides a variety of support to the President & CEO for Shawnee Forward initiatives including managing invoicing of members, event preparation, marketing, membership, communications, confidential matters, and general office support.

This position is paid hourly and reports directly to the President & CEO. This is a full-time position requiring 40 hours per week. Support at some early evening, early morning, and occasional weekend events is also part of this position.

### **Requirements:**

- Experience working in an office/professional environment
- Collaborative and energetic
- Must feel comfortable making sponsorship requests and following up with all billing matters, including past due invoices (general example or script will be provided)
- Ability to multi-task is essential
- Well-organized with a keen attention to detail
- Excellent writing and communication skills
- Takes initiative, highly organized, good follow-through
- Ability to operate autonomously with minimal supervision
- Must be proficient with Office, including Word, Excel, Outlook
- Experience with Constant Contact, Canva, and QuickBooks a plus
- Using online tutorials, work to become a proficient user of CC Assist membership management software

### **Responsibilities may include but not limited to the following:**

#### ***Financial Management Support:***

- Input new members into CRM System and follow up by phone to begin Investor Retention Program
- Generate member invoices and provide timely follow-up via phone or email if invoice is unpaid

#### ***Events:***

The Office Manager provides administrative support in the planning, implementation, and follow-up of Shawnee Forward programming.



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**Specifically, the Office Manager will:**

- Assist with planning events by organizing RSVPs, sending reminders, creating and printing name tags, and sending post event survey as appropriate.
- Maintain Shawnee Forward social media pages. Create events on Facebook and promote through a series of posts and sponsored posts. Welcome new members and share and like our members' events.
- Create professional letters and reach out to past participants, vendors, and sponsors, to retain key players and work with the Shawnee Forward team to creatively grow fundraising events.
- Prepare and help with the distribution of materials needed for the event such as emails, invitations, flyers, and tickets as needed.
- Solicit feedback on the event through a survey tool

**Membership:**

- Assist with recruiting and retaining members by answering questions and by responding to members' questions.
- Assist with weekly eNewsletter development. Create regular Constant Contact marketing emails and update the contacts list.
- Maintain membership materials including new member packet, upcoming Shawnee Forward events calendar list, and investor sponsorship fulfillment.
- Ensure all new members' profiles are inputted correctly into the CRM System in a timely fashion and follow up for missing information.
- Update the membership discounts online and reach out to members and encourage participation.
- Encourage members to utilize CRM Software.

**Office Support:**

- Track and maintain office supplies inventory
- General mail responsibilities
- Make weekly bank deposits
- Assist with the maintenance and promotion of the Program of Work and correspondence for committee meetings
- Maintain a library of press releases and media pieces that promote Shawnee and Shawnee Forward.
- Other duties as assigned

**Please submit letter of interest and resume to:**  
**Crystal Romanyszyn, President & CEO: ceo@ShawneeForward.com**