



Job Title: Office Manager

Position Description

The role of Office Manager at CERF+ is to create and maintain a pleasant and efficient work environment through facilitating high levels of organizational effectiveness and communication. The Office Manager ensures the smooth running of the office, oversees the office information systems, performs financial administrative tasks, and provides administrative support to other staff to help to improve the organization's procedures and day-to-day operations.

Duties and Responsibilities

Reporting to the Deputy Director, the Office Manager will have the following responsibilities:

Administration

- General responsibility for office reception functions such as answering phones, and directing calls and incoming email messages to appropriate staff
- Serve as the point person for:
 - Mailing
 - Supplies
 - Equipment
 - Errands
 - Printed materials
- Manages and maintains all office equipment and ensures equipment is in proper working order
- Oversees the ordering and maintenance of an appropriate inventory of office supplies
- Oversees the ordering and maintenance of CERF's printed information
- Monitors annual budget for office supplies, equipment, and general services
- Maintains the general office files and periodical resource materials
- Assists with responding to all correspondence
- Coordinates/oversees office maintenance, including cleaning, trash, recycling and the like
- Manages, maintains, and updates central database, including data entry of contact information and updated mailing lists, and provide reports as requested to CERF+ staff

- Schedules meetings and appointments, help coordinate program logistics
- Organizes office systems and oversee processes
- Maintains the office condition and arrange necessary repairs
- Organizes and document office operations and procedures
- Assists in the onboarding process for new hires including: intake, correspondence, and setting up appointments
- Prepares and files financial and human resources records and forms
- Provides accurate program and service information to inquiring public including screening potential emergency relief applicants
- Assists Deputy Director with processing and maintaining finance related records & audit tasks, and filing
- Runs monthly reports out of the database to ensure alignment with CERF+'s accounting software
- Creates weekly deposits, enters deposit information in Salesforce and reports deposits to the Deputy Director.

Technology

- Assists staff with technology needs
- Coordinates with IT and schedules maintenance and repairs of all technology equipment
- Orders hardware and software and related tools

Additions:

- Works with Director of Development and Communications to ensure CERF+ donors are thanked in a timely manner.
- Works with Director of Development and Communications to plan/organize/execute fundraising events as needed
- Coordinates large mailings such as fundraising solicitations/appeals, cultivation, special events, and press releases as needed
- Assists with correspondence, filing, meeting logistics, and fundraising mailings and events
- Provides administrative support for board meetings and special events as needed
- Provides support logistics for CERF+ staff travel to conferences and meetings
- Works with Executive Director and Deputy Director to plan/organize staff meetings and staff or board retreats including reserving space, making arrangements for meals, circulating agenda, minute-taking etc.
- Leads and trains staff and/or volunteers, as required
- Performs other duties as assigned

Qualifications

- Proven experience as an office manager and/or administrative assistant
- Knowledge of office administrator responsibilities, systems and procedures
- Proficiency in MS Office (in particular Word & Excel) and Google docs and drive

- Knowledge of basic bookkeeping (coding and accounts payable) or willingness to learn and data entry skills
- Ability to maintain attention to detail
- Hands on experience with office machines (e.g. fax machines and printers)
- Familiarity with email scheduling tools
- Excellent time management skills and ability to multitask and prioritize work
- Excellent phone skills and ability to represent CERF+ effectively with a wide range of individuals, especially craft artists in emergency situations
- Demonstrated ability to prioritize, be self-motivated, and complete multiple tasks on schedule in a busy working environment
- Basic familiarity with database structure and procedures
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- A sense of humor, tact and diplomacy
- Passion for the arts and the mission of CERF+

The above statements describe the general nature and level of work being performed. This is not intended to be an exhaustive list of all responsibilities and duties required of this position.

CERF+ is an Equal Opportunity Employer. CERF+ does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law.

The application deadline is July 30th 2018.