Office Manager

Job Description

* Position Title: Office Manager
* Reports to: President and CEO
* Status: Part-time, Exempt
* Benefits: Paid time off
* Vehicle Required: No
* Estimated hours per week: 20-32 hours
* Salary/Wage: $13-16 per hour
* Salary Allocation: 40% cost share, 35% Membership related, 10% fundraising, 5% Public Education, 5% Advocacy, 5% Tourism

General Description: This position is primarily administrative in nature but will also include significant elements of work in public relations, information and member services areas. The incumbent has primary responsibility for daily office operations. Further, the incumbent, with other office staff, will play an important role in membership recruitment, retention, billing and event registration.

Functional

Areas of Responsibility:

Office Operations (

1. Administers all workflow within the Chamber operations, to include daily administrative regimens, meeting notices, schedules for activities and special events.
2. Ensures adequate level of office supplies, brochures and other information and promotional materials are maintained, and orders all required Chamber supplies.
3. Administers equipment maintenance contracts and serves as the “key operator” for standard office equipment to include copier, facsimile, postage machine and phone system.
4. Coordinates facility maintenance and places appropriate service calls.
5. Recommends and ensures approved office procedures are followed.
6. Writes appropriate office procedures for all relative areas of responsibilities.
7. Checks mail for invitations, announcements. Checks with Pres/CEO for availability to attend meetings and events. Makes appropriate responses.
8. Establishes filing (paper and digital) system.
9. Prepares correspondence as required and with approval of Pres/CEO.
10. Responsible for backing up data-base system and accounting system on the 15th and 30th of each month.
11. In absence of Pres/CEO, calls in employee hours to payroll processing company.
12. Maintains files for contracts such as leases, display ads, insert advertising, etc.
13. Prepares routine letters, etc. for mailing, including email receipts and confirmations
14. Handles routine filing, broadcast faxing, etc.
15. Writes appropriate office procedures for Office Procedures Manual.
16. Identifies and alerts staff of potential sponsors and advertisers.

Personnel and Supervision (5%)

1. Oversees the scheduling of non-paid staff for the Tourist Information Centers.
2. Collects and audits employee time sheets from personnel
3. Ensures that monthly visitor information is collected entered into database and reported
4. Oversees scheduling and provides guidance in the work of interns, volunteers to include, volunteers present and Chamber events
5. Seeks new ways to identify volunteers and recruit volunteers and committee members. Works to develop an on-going intern program in cooperation with local businesses, churches, schools, colleges and other organizations.

Data Base Management (40%)

1. Receives all membership applications. Checks for accuracy. Sets up payment plans as needed.
2. Sets up member record in the database, Prepares all welcome letters, contacts all new members for telephone orientation to YM, prepares member packets, etc. Coordinates with Ambassadors for new member packet delivery.
3. Enters and tracks all pertinent information regarding members and prospects.
4. Oversees and assists members in event registration
5. Sends out communications to members as required (email blasts, newsletters, invoices, etc)

Communications/Web Page/Directory/Advertising (10%)

1. Web-Site: ensure current information and changes.
2. Writes and distributes press releases/articles for e-newsletter and social media sites.
3. Update social media sites regularly.
4. Works with publisher and staff on Chamber publications works with President/CEO on editorial content.

Accounting/Financial Responsibilities (25%)

1. Maintains a daily ledger of incoming receipts.
2. Enters receipts for membership, sponsorship, advertising and event attendance in appropriate database.
3. Maintain a pretty cash account.
4. Monitor and account for all expenses and income from Chamber and committee activities, including chamber meetings, income from Proposition 302, etc. Oversees charge-card entries.
5. Forwards accounts payable documentation to bookkeeper. Reviews documentation for accuracy.
6. Prepares deposits.
7. Ensures copies of checks are filed in accounts payable files.
8. Oversees the payment of quarterly payroll taxes, and filing of any tax payments.
9. Assists in maintaining and updating the annual budget

Committees/Events (10%)

1. At the designation of the Pres/CEO, serves on key program committees and provides staff support as needed.
2. Sends out meetings notices to assigned committees. Gets committee reports from Chairperson, writes report for newsletter
3. Assists in the identification and scheduling of Chamber events. Works with host companies to prepare for the event. and coordinates with hospitality staff of event sites. Coordinates the activities of Chamber volunteers at events (registration, promotional booths, etc.)
4. BOD: Prepares Board materials. Maintains BOD meeting binder. Attends Board meetings, records minutes of meeting, transcribes within 2 workdays.

Other Responsibilities as assigned (10%):

Physical Demands

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is frequently required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crouch and/or crawl. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate via verbal, audible and written means. The position requires occasional off-site travel.

Work Environment

Majority of duties will be performed in the Chamber’s office in Surprise, mostly during regular business hours. Some travel and work off-site will be required, as well as occasional work on evenings, weekends and/or holidays.

Time Commitment

A minimum average time commitment will be 15-30 hours per week in order to fulfill the duties required of this exempt position.

Compensation and Employee Benefits

Salary is commensurate with experience and is structured with minimal base. Benefits include pro-rated paid holidays, personal time off policy and reimbursement of business travel, professional development and training. The Chamber strives to provide compensation at market rates when compared to like organizations.

Reasonable Accommodation

It is the policy of the Chamber to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees to perform the essential functions of the job.

The Chamber is an Equal Opportunity Employer