



LAKE CHAMPLAIN COMMITTEE JOB DESCRIPTION

Description last reviewed and updated: October 2014

JOB TITLE: Office Manager

HOURS: full-time, 40 hours per week, including occasional weekends and evenings

SUPERVISOR: Executive Director

OVERVIEW:

The **Office Manager** fields phone calls and walk-ins; opens and distributes mail; oversees and maintains the computer membership database; implements and maintains a bookkeeping system in Quickbooks; produces monthly financial and membership reports; oversees all membership, advocacy, and outreach first class and bulk-rate mailings and emailings; updates and maintains LCC's web and social media presence with guidance from other staff; provides support on outreach and program efforts; maintains and upgrades office systems and equipment as needed; organizes the office, tracks inventory and orders all supplies. The Office Manager also serves as an assistant to the Executive Director.

RESPONSIBILITIES:

Membership and Computer Record Keeping

- Maintain and update membership and organizational database on a bi-weekly basis including inputting all information, updating data and selection codes as appropriate, coordinating thank you and follow-up letters and reports and emails, and making deposits.
- Produce and distribute thank you letters/emails, new membership packages, and Lake Champlain Paddlers' Trail related materials, and fill informational requests and orders in a timely fashion.
- Update thank you letter and welcome package and other outreach letters with edits as provided.
- Handle inquiries and fill and track requests for information about LCC and the Lake Champlain Paddlers' Trail on a timely basis.
- Produce and distribute monthly income and membership reports and budget reports using membership database and accounting software.
- Oversee updating and fine-tuning of the membership, media, and other databases throughout the year.
- Coordinate with other staff to maintain calendar and general schedule for outgoing mailings and emailings and oversee printing and mailing or emailing of LCC renewal letters, donor solicitations, prospecting mailings, E-newsletters and Lake Look emailings, action alerts, meeting/outreach invitations, press releases, Trail steward and monitor recruitment, weekly monitoring reports, and other informational materials throughout the year. (Includes in-house printing of materials.)
- Maintain notebooks and database tracking of all organizational mailings and mass emailings to membership, board, prospects, media, partners, and clients related to project work.
- Assist efforts to develop and maintain an activist network of members and volunteers to aid LCC's advocacy, education, project, and administrative work.
- Conduct daily, weekly and annual back-ups of all database and software programs the Office Manager works with.
- Establish and utilize a computer back-up system for the office to safeguard database, email, and word processing files and programs.

Financial and Legal Record Keeping

- Receive all bills, make preliminary approval for payment and allocate and produce checks and billings on a semi-monthly basis or more frequently as required using accounting software.
- Maintain accurate financial reports, invoices, and sale item records and inventories for annual audit or financial review.
- Oversee bank accounts and endowment fund accounts and recommend money transfers as needed.
- Produce and distribute monthly budget and financial reports using accounting software, allocating income and expenses to cost centers, tracking grant expenditures, and producing grant invoices as requested.
- Prepare and file monthly, quarterly employer tax reports and oversee filing of annual tax reports and maintain past financial records in a sequential and orderly fashion for tax purposes.
- File lobbying papers bi-annually and lobbying reports quarterly as required by Secretary of State.
- Compile materials for and assist in the scheduling of annual audits and/or financial reviews, LCC annual report, and production of 990, Report 5500 and other tax reports.
- Assist Executive Director in developing annual budgets and work-plans and participate in the short and long-term planning efforts of the Lake Champlain Committee.

Office Maintenance

- Open and close office daily.
- Develop and maintain as changes occur, an operations manual for the Office Manager position.
- Oversee answering of telephone and distribution of all messages and emails in a timely fashion.
- Open mail and distribute daily.
- Perform general administrative duties including organizing, word processing, filing, scanning, and printing.
- Provide administrative support to the Executive Director and to other staff as time allows.
- Oversee maintenance, upgrading, and inventory of office equipment including computers, digital camera, projector, printers, scanners, paper folder, and phone system.
- Maintain supplies of all office necessities with an emphasis on cost effective, environmentally responsible purchasing.
- Oversee production and track inventory of LCC note cards, T-shirts, books and other merchandise and track sales and comp distribution.
- Produce, replenish, and update office print and digital tracking forms including time sheets, expense forms, check approval and bank transfer forms, and outreach materials.
- Supervise use of office equipment and train new users as necessary.
- Keep office presentable and professional and oversee cleaning and maintenance.

General Office Support

- Assist in the ongoing communication and development work of the organization.
- Update the LCC Web Site, other social media venues, and media outlets with information on programs and events on an as needed basis and in collaboration with other staff.
- Provide staff and board members with information as requested and provide support for key programs such as the Lake Champlain Paddlers' Trail and Blue-green Algae Monitoring and outreach efforts including the Lake Protection Pledge Campaign, Water Conservation, Annual Meeting, clean-up programs, and business, donor, and membership education and fundraising events.
- Coordinate meeting schedules and prepare office for any meetings.
- Assist in developing a corps of volunteers to provide administrative support for bulk mailings, organizing and maintaining the online and physical libraries, and administrative and office maintenance tasks as appropriate.
- Participate in regular staff meetings and staff development activities.
- Keep informed about Lake Champlain Committee activities and issues.
- Other duties as assigned.

ACCOUNTABILITY:

The **Office Manager** is expected to ensure that the office functions efficiently and effectively and that membership, program, and financial databases are maintained properly. The Office Manager interacts with the Executive Director on a daily basis. The Office Manager must demonstrate efficient use of public and private funds and be environmentally conscious in all purchasing, accounting and budget implementation actions.

QUALIFICATIONS FOR POSITION:

Professional Experience

- Successful administrative experience.
- Successful database management experience. *Familiarity with The Raiser's Edge a plus.*
- Proficiency with computers, email, web, social media, Excel, and other Microsoft Office programs
- Accounting and bookkeeping experience or ease with numbers and a willingness to learn accounting systems. *Experience in QuickBooks a plus.*

Education

- Bachelor's degree.

Interpersonal and Organizational Skills

- Efficient approach to tasks and enthusiasm for the work.
- Attention to detail and commitment to accuracy.
- Ability to organize work, thoroughness, and attentiveness to detail and design.
- Proficiency at undertaking multiple tasks on an ongoing basis.
- Pleasant manner and professional, friendly approach to working with staff, board, LCC membership, Agency personnel, and the general public.
- Strong written and oral communication skills.
- High motivation and energy level.
- Willingness to work flexibly as part of a team and confidence to work in a self-directed fashion.
- Ability to work with deadlines and within budgets and under time pressure with humor and attention to detail.
- Eagerness to learn

Technical and Computer Skills

- Computer proficiency using word processing, spreadsheets, and database applications in a Windows environment.
- Aptitude for email, web and social media marketing including design, personalization, database import and export, statistical tracking and verification, and website and database integration.
- Knack for working with office equipment from computers and printers to paper folder and scanners.
- Experience with website content management systems (CMS) and social media.

Working Conditions and Related Requirements

- Generally Monday through Friday from 8:30 am to 4:30 pm with occasional evening and weekend commitments.
- Some flexibility in work schedule is helpful to coordinate with schedules of other staff members.
- Office environment with some travel and work outside the office.
- Valid driver's license and consistent access to a reliable vehicle for work-related errands.
- Personal commitment to protecting Lake Champlain's health and accessibility.