



## LAKE CHAMPLAIN COMMITTEE JOB DESCRIPTION

**JOB TITLE:** Office Manager

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

**SUPERVISOR:** Executive Director

### **OVERVIEW:**

The **Office Manager** is responsible for overseeing LCC's financial and database systems and ensuring the office runs smoothly. Primary responsibilities include: maintaining the donor/constituent database (currently Raiser's Edge 7); accurately updating information on donors, members, volunteers and partners; bookkeeping in Quickbooks; producing regular financial and membership reports; executing emailings and first class and bulk-rate mailings; sending E-Newsletters and outreach materials in MailChimp; maintaining office systems, equipment, and inventory; and being a friendly first point of contact for LCC. The Office Manager also serves as an assistant to the Executive Director.

### **ORGANIZATION:**

The Lake Champlain Committee (LCC) has a distinguished history of 58 years of action to protect Lake Champlain's environmental integrity and recreational resources through science-based advocacy, education and collaborative action. LCC is the region's only bi-state watershed-based organization dedicated to lake health and accessibility and is also the home organization for the Lake Champlain Paddlers' Trail.

### **RESPONSIBILITIES:**

#### ***Membership and Computer Record Keeping***

- Maintain and update membership, volunteer, media, partner and organizational database on at least a 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 materials 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 regular 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 Executive Director 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 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 weekly and annual back-ups of all database and software programs the Office Manager works with.
- Maintain and expand as necessary, a backup system for LCC's files and database with the support of contracted IT professionals.

### ***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 and reserve fund accounts and recommend money transfers as needed.
- Produce and distribute regular budget and financial reports using accounting software, allocating income and expenses to cost centers, tracking grant expenditures, and producing grant invoices as requested.
- Oversee semi-monthly payroll administration and monthly, quarterly and annual employer tax reports with payroll service.
- Maintain current and past financial records in a sequential and orderly fashion for tax and accounting purposes.
- File lobbying papers bi-annually and lobbying reports monthly and 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 up-to-date 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, 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 publications, 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 money transfer forms, and outreach materials.
- Supervise use of office equipment and train new users as necessary.
- Keep office presentable and professional and oversee cleaning, recycling 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 support for key programs such as the Lake Champlain Paddlers' Trail, Cyanobacteria Monitoring, aquatic invasive species work and outreach efforts including the Lake Protection Pledge Campaign, Water Conservation, Annual Meeting, clean-up programs, and business, donor, and membership education and fundraising programs.
- Coordinate meeting schedules, prepare office for meetings, and set up virtual meetings.
- Develop 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:**

#### ***Experience and Background***

- Successful administrative experience.
- Successful database management experience. *Familiarity with 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 with QuickBooks a plus.*

#### ***Education***

- Bachelor's degree.

#### ***Interpersonal and Organizational Skills***

- Efficient approach to tasks and enthusiasm for the work.
- Ability to organize work, thoroughness, and attentiveness to detail, accuracy, and design.
- Strong interpersonal, written and oral communication skills.
- Proficiency at undertaking multiple tasks on an ongoing basis.
- Pleasant manner and professional, friendly approach to working with staff, board, LCC membership, volunteers, partners, Agency personnel, and the general public.
- 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 good 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. Experience with Microsoft 365 Business Premium is preferred.
- 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 required 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.
- Support for using public transportation and carpooling for travel when possible for work-related meetings and events.
- Personal commitment to protecting Lake Champlain's health and accessibility.
- LCC is currently operating remotely. The Office Manager is required to visit the office frequently to maintain operations but is the only person present in the office for COVID safety. Upon returning to normal operations the Office Manager will work primarily in the office with some travel and work outside the office.