



JOB DESCRIPTION

Position Title: Office Manager	Salary Range: \$14-18.00/hr. DOE Anticipated hiring range \$14 - \$16/hr.	Overtime Status: Non-Exempt
Reports To: CEO	Location: San Luis Obispo Office	
Creation Date: 3/7/18	Closed Date: TBD	

Agency Description:

Big Brothers Big Sisters of San Luis Obispo County (BBBS) is a donor and volunteer supported organization that provides children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better forever.

We partner with parents, guardians, volunteers and others in the community to hold ourselves accountable for each child in our program achieving:

- **Higher aspirations, greater confidence and better relationships;**
- **Avoidance of risky behaviors, and;**
- **Educational success.**

How to Apply

If you meet the qualifications and are interested in applying for the Office Manager position with Big Brothers Big Sisters of San Luis Obispo County, please send a cover letter and resume to jenny@slobigs.org. On a separate attachment, please answer the question, "Why I want to work at BBBS," in 150 words or less.

POSITION PURPOSE

Essential to the BBBS brand, the primary functions of this position are:

- Day-to-day operation of the agency and provides administrative support to all departments. Under the direction of the CEO, the Office Manager is responsible for, but not limited to, the following duties and responsibilities.
- Provide assistance to the Development Director, prior to, during and after events/campaigns, and the CEO with administrative and Board related functions.
- Executes a high-level of customer service with primary focus on donor retention and stewardship.



ESSENTIAL DUTIES AND RESPONSIBILITIES

DEVELOPMENT ASSISTANT – 60%

Donor Database (Frontstream/GiftWorks)

- Enter all donations (checks, credit cards, online and in-kind) into database.
- Acknowledge donors by generating receipted tax letters.
- Make bi-monthly bank deposits by generating AR log for checks and cash donations.
- Update, delete, and merge donors, grantors, business partners and board members as needed in Frontstream, Outlook, & BBBS website.
- Generate reports as needed or requested (mailings, campaigns, year-end letters, etc.)

Event Management System (GreaterGiving)

- Create or update donation pages and link to websites and/or event pages.
- Receive and record donations into Gift Works and acknowledge donors as per protocol.
- Create event database and websites for admission, registration, raffle tickets, fund-a-match, live and silent auction items and online mobile bidding.
- Procure or reserve equipment for events (cc swipers, laptops, tablets, printers, cables).
- Train BBBS Team and/or volunteers prior to event and ensure day of event runs smoothly.
- Process and reconcile donations, acknowledge donors, and generate reports.

Fundraisers and Campaigns:

- Assist and coordinate Big Event, Dodgeball, and Shareholders' Reception.
- Generate, process, mail, and coordinate invite list, RSVPs, registration, and guest lists.
- Secure and obtain equipment, supplies, reports, and lists for event day.
- Schedule BBBS Team and volunteers for tasks, duties, and times and ensure they are aware of the process and event day agenda.
- Train BBBS Team, interns, or volunteers for registration, check-in and check-out.
- Collect and secure on-site donations and registration information.

Realtors' and Lenders' Circle:

- Steward and point of contact for existing and new realtors and lenders.
- Process realtors and lenders checks and acknowledge them and their clients.
- Answer questions and provide forms to existing and new agents (invitation, participation agreement and remittance forms).
- Contact title company for missing remittance form to obtain realtor and client information.
- Coordinate individual and group ads and ensure timely publication with Tribune.
- Send quarterly emails, mid-year and end of the year letters and invites.

Reporting and Mailings:

- Update, generate and distribute CSC reports, pre/post events reports, audit preparation reports and other reports as needed by CEO or Development Director.
- Generate and coordinate mailings for Shareholders, CSC, Newsletter, Realtors/Lenders Circle, Thanksgiving, New Years', and Year-End Donor Receipt letters.
- Contact Silver Streaks for upcoming mailings. Drop-off and pick up mailings and provide refreshments and snacks.

Stewardship and Program Connections:

- Foster stewardship by interacting with donors at our events and ensuring their needs are exceeded.
- Acknowledge donors via thank receipted letters, in-kind letters, R.C. letters, postcards, board thank you cards, post event letters, email and phone acknowledgements.
- Connect with our Bigs, Littles, and program by attending program events such as the Volunteer Appreciation Party and/or Holiday party.



ACCOUNTS MANAGEMENT AND AUDIT – 15%

Accounting:

- Prep accounts payable and receivable.
- Email BBBS Team/interns to submit timesheets, expense, and mileage reimbursement.
- Reconcile credit card statement with receipts and code.
- Reconcile donations with bank statements: AR log, GreaterGiving, Amazon Smile, Square, Dipjar, Facebook, Thrivent, and other online statements.
- Get checks signed, distributed and mailed, and file paperwork.
- Ensure accounts payables are paid on-time with checks or credit card.
- Provide financials to Treasurer for review and signature.

Audit and Financials:

- Assist CEO with audit preparation and reports.
- Set-up conference room for auditor and provide refreshments.
- Answer auditor's questions and retrieve document requests.
- Submit monthly financials to BBBSA as needed or upon CEO request.
- Reconcile bookkeeper financial with donor database as needed.

GENERAL OFFICE MANAGEMENT: 10%

Office and General Duties:

- Assist/train BBBS Team and interns on office equipment: copier, phones, & software applications.
- Greet visitors, answer multi-phone lines, file, and archive.
- Take inventory and order office supplies.
- Ensure all are compliant to labor laws and safety regulations by posting and ensuring BBBS Team certifications are current.
- Run errands; drop off/pick up mail, bank deposits, office supplies, bulk mail, and refreshments for meeting and special occasions.
- Assist with equipment issues and coordinate repairs.
- Ensure office is clean by assigning rotational cleaning duties to BBBS Team or interns.
- Attend meetings: management, board and BBBS Team meetings and retreats.

BOARD MANAGEMENT: 5%

Board Meetings:

- Reserve conference room and send out Outlook invite to board members and BBBS Team.
- Collect RSVPs, order lunch, gather copy packet information, and make board packets.
- Generate donor acknowledgment list and prepare thank you cards for board signature.
- Bring laptop, board tags, packets, pens, refreshments and lunch/clean supplies.
- Pick-up lunch, set-up conference room, take minutes and ensure cleanliness of room.
- Write minutes and give to CEO for review and approval.



MARKETING/COMMUNICATIONS: 5%

Website Management (WordPress):

- Add events, donate pages and media posts.
- Update BBBS Team, board, realtors' and lenders' circle, program applications/information, and annual report and newsletters.
- Train intern, volunteer, or event assistant as needed.
- Contact Etna Interactive for website issues.

Ads, Marketing and Graphic Design (Publisher or Canva)

- Create ads using Publisher or Canva and submit to Tolosa and New Times as scheduled.
- Create and order invitations, thank you cards, postcards, brochures, holiday cards, business cards, and other marketing material.
- Review newspapers both online and hard-copy for ads, press releases, events, then scan, document, and post Google alerts on our media webpage.
- Collect newspapers (hardcopy or online) and retrieve/scan ads, press releases, realtors/lenders circle ad and other pertinent non-profit donation.
- Document in marketing media coverage, post online coverage on website and provide for board packet.

OTHER DUTIES AS ASSIGNED: 5%

- Conduct other duties as assigned by CEO in support of the BBBS mission.

EDUCATION & RELATED WORK EXPERIENCE and REQUIREMENTS

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

Minimum Associate Degree.

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

4 years administrative experience with a strong emphasis on database, customer service, graphic design and web administration preferred.

Requirements:

(As a function of the Office Manager position.)

A reliable vehicle that can be used for business errands, meetings, and events.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office: Outlook, Word, Excel and Publisher.	X	
Proficiency in Donor and Event Database: FrontStream and GreaterGiving.		X
Proficiency in graphic design software: Canva and Publisher.		X
Ability to maintain confidentiality throughout daily operations.	X	
Excellent oral and written communication skills and phone etiquette.	X	
Ability to meet deadlines on multiple projects and tasks.	X	
Ability to organize and multi-task.	X	
Ability to effectively collaborate with BBBS team and board of directors	X	
Ability to use time effectively and prioritize tasks.	X	



Ability to focus on details.	X	
Ability to collect meaningful data and draw solid conclusions.	X	
Ability to relate and work well with others and in multi-cultural environments.	X	
Ability to remain unflappable under pressure and resolve issues.	X	
Ability to be adaptable and flexible	X	
Provide 360° customer service with a positive attitude in all settings: face-to-face, via phone, and in writing.	X	
Ability to show empathy for our Bigs, Littles and Guardians.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Sitting and standing for long period of time. Requires the ability to occasionally lift office supplies and event products, up to 20 pounds. Travel to perform weekly errands and host fundraisers, campaigns, and meetings. Mandatory attendance for certain events.

Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.



Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

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