



Job Description

Job Title: Office Manager
Department: Administrative
Reports To: Executive Director
FLSA Status: Non-exempt
Prepared By: Executive Director
Approved By: Executive Director
Approved Date: January 24, 2023

POSITION OVERVIEW

This position is responsible for the administration functions & processes of the Wolf Ridge Administrative Office & Retail Store. This role is pivotal to a variety of operational areas and while this position is responsible for a significant set of duties a small group shares accountability for actual work.

ESSENTIAL DUTIES, RESPONSIBILITIES AND SKILLS

- Manages and maintains all core office processes and standard operating procedures. Ensures office supplies and materials are stocked and available.
- Serves as Accounts Payable Clerk, working under direction of the Finance Director. Also manages & supports the Administrative Assistant who serves as Accounts Receivable Clerk.
- Responsible for supporting the reconciliation & categorization of bank credit card & ACH transactions through the direction of the Finance Director.
- Accountable for bank deposits and petty cash accounts.
- Responsible for executing invoicing & collections processes in support of the Finance Director, to include managing & resolving collections issues.
- Key user of the Wolf Ridge operating system, Camp Brain, which is the database that supports administrative, program, registration, and fundraising data & processes. Maintain data integrity through collaboration and direction of the Database Administrator.
- Supports registration processes for all Wolf Ridge programming, in coordination with the Database Administrator.
- Serves as Human Resource Liaison through direction of the Finance/HR Director, to enroll new employees and assist with HR documentation, screenings & benefits.
- Serves as Payroll Clerk, processing biweekly payroll for the organization through a 3rd party payroll provider. Works through the direction of the Finance/HR Director.
- Supports the Development Director and the business development director in marketing and fundraising related efforts that include printings, bulk mailings, processing donations, and other campaign & event related duties.
- Assists the Leadership Team as needed for office related support.
- Responsible for ensuring coverage for office functions during normal business hours, this includes responding to emails, greeting customers and drop in visitors, answering phones and helping monitor and respond timely to incoming general emails.
- Responsible for office staff scheduling and collaboration for weekend coverage as needed.
- Accountable for ensuring the Office Administration & Reception area is organized and clean.
- Maintains office equipment and support for printers, scanners, phone system, copiers and postage metering.
- Develops and maintains standard operating procedures for all office administrative support functions.
- Supports the Board of Directors in scheduling meetings, accommodations, and governance related support.
- Manages all retail store operations, both onsite and online sales to include, but not limited to:

- ❖ Responsible for vendor management, product sourcing, pricing, & maintaining profit margins through the direction of the Finance Director.
- ❖ Responsible for maintaining min/max inventory levels to ensure product availability during peak seasons.
- ❖ Responsible for purchase order generation, receiving inventory, and timely invoice approval.
- ❖ Manages the process and resources for timely and regular physical inventories and ensures necessary documentation is complete for auditing purposes.
- ❖ Responsible for merchandising store products, to include marketing, displays, promotions and sales events.
- ❖ Accountable for ensuring the store is organized, stocked and clean.
- ❖ Maintains the store POS system, and related hardware.
- ❖ Responsible for online sales, including maintaining the store website, shipping product, and accounts receivable.
- ❖ Works collaboratively with Program Coordinators to ensure store hours and staffing can accommodate campus visitors.
- ❖ Responsible for maintaining and reconciling store petty cash, store deposits and timely reporting through the direction of the Finance Director.
- Other assigned duties as deemed necessary by the administration.

SUPERVISORY RESPONSIBILITIES

Supervises a full-time administrative assistant, temporary office staff, and store clerks.

PERFORMANCE EXPECTATIONS

To perform this job successfully, an individual should demonstrate the following competencies and skills:

- Analytical Skills - Ability to research and analyze data from the operational database and produce reports. Ability to read and interpret documents such as operating and maintenance manuals.
- Problem Solving - Works well in individual or group problem solving situations and exhibits creativity when searching for problem solutions. Able to deal with frequent change, delays, or unexpected events; meets challenges with resourcefulness.
- Task Management - Prioritizes and plans work activities; completes projects on time and within approved budget; uses time efficiently and works diligently to accomplish duties while looking for ways to improve quality of work.
- Customer Service - Responds promptly to customer needs, inquiries and requests for assistance; solicits customer feedback to improve service. Demonstrates tolerance for diversity when dealing with customers; exhibits behavior appropriate to working with children and adults.
- Teamwork - Balances team and individual responsibilities; shares expertise with others; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- Professionalism - Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments; comes to work on-time. Exhibits an overall positive, "can-do" attitude toward work. Promotes a trusting and friendly working atmosphere.
- Organizational Support - Follows employee policies and procedures; attends staff meetings; supports organization's goals and values; develops and implements cost saving measures and conserves organizational resources; ensures work responsibilities are covered when absent; responds to management direction.
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.

- Safety - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

EDUCATION AND EXPERIENCE

- Two-year degree in a related field or five years of related experience. Combination of experience and education must relate directly to position responsibilities.
- A minimum of two years' experience working with the public, customer service, and supervising others.
- Retail sales operations and inventory management is required.

OTHER QUALIFICATIONS

Language and Math Skills

Excellent oral and written communication skills; ability to write routine reports and correspondence; ability to multi-task in a variety of areas; ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratio and percent's and to interpret graphs.

Computer Skills

To perform this job successfully, an individual should have knowledge of the Microsoft Suite of products, with emphasis on Excel and Word, the Google Suite, and internet based communications. Preference for experience with Business Operating, Customer Relations Management, and Point of Sale systems.

Certificates, Licenses, Registrations

Required: Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those are necessary for an employee to successfully perform the essential functions of this job.

The employee must effectively communicate with all members of the public. This position requires repetitive typing and other work on a computer and other repetitive tasks associated with office work. This position is a desk-oriented position. This position requires frequent lifting up 40 lbs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. Primary workspace is at a desk in an open office space. Distractions are common. Work occurs regularly in the presence of groups of children and adults.

Additional information specific to this posting for January/February 2023:

While not currently listed in this position's responsibilities or duties, Wolf Ridge is also in need of a person to function as an information technology (IT) and network administration onsite liaison or coordinator. Wolf Ridge maintains a contract with an IT support company that provides services to operations at our Finland campus. If an Office and Retail Store Manager applicant has good skills and experience in IT and/or network administration, duties of this job description could be edited to substitute IT for a component of the job description noted above. Applicants with experience in these areas are suggested to assure their resume and/or application notes those skills or abilities.