

Grand Traverse Regional Land Conservancy

Position Title: Office Manager

Date Revised: November 7, 2022
Reports to: Director of Finance and Administration
Position Status: Exempt, full-time, salaried position with benefits
Salary Range: \$43,300 to \$60,620

Position Objective:

The Office Manager is responsible for implementing, and identifying, administrative duties that support all Conservancy departments and achieve the Conservancy's mission. Serving as the "first contact" for a diverse group of stakeholders, this person will possess the ability to approach each opportunity as one that builds or deepens relationships based on the Conservancy's mission. This position will work to maintain a high level of data integrity in the Conservancy's databases.

Essential Duties and Responsibilities:

Administration

- As the first point of contact for many of the Conservancy supporters, this position will be responsible for answering the telephone in a professional and friendly manner and route calls appropriately, or handle general requests for information (verbally and written)
- Greet guests that come on-site to the organization and work to meet their needs.
- Support staff with correspondence, filing, typing, copying, and word processing
- Donor/constituent data entry related to incoming correspondence/information
- Manage office vendor relationships
- Support staff with office errands as needed and if it fits within other scheduled needs
- Using the administrative program budget as a tool, oversee and manage adequate inventory of office supplies
- Manage the relationships and work of volunteer colleagues
- Serve as Notary of the Public for the Conservancy

Communication and Outreach

- Review daily media in support of our outreach activities to learn about our constituents (weddings, public awards, obituaries, etc.) and document appropriately in Salesforce
- Assist receiving and shipping Conservancy merchandise orders to our supporters
- Maintain daily staff sign-in/out sheets to support communication internally and externally
- Maintain staff information lists, staff cleaning schedules, and other communication in support of maintaining our office

Finance

- Process GTRLC payroll bi-weekly
- Process HSA payments bi-weekly
- Process Payroll Tax payment bi-weekly
- Enter donations into salesforce and process time-sensitive donation acknowledgment letters within fund development team parameters and communicate accordingly
- Accept credit card donations over the phone and put into batch for processing
- Process credit card donations as they arrive
- Mail and file bill payment documents
- Verify vendor information for accuracy and for W-9 requests
- Prepare and distribute Vendor 1099 forms annually
- Code and process accounts payable for authorization; oversee mailing of payments and filing of invoices
- Maintain petty cash, reconciling monthly
- Verify accuracy of incoming bills
- Manage record retention and disposal
- Manage and track Administrative budget
- Work with Director of Finance on reconciling accounting software (SAGE) to Salesforce for

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- donations, grants and pledge balances
- Assist Director of Finance with annual financial audit
- Assist Director of Finance with other tasks as directed
- File all Conservancy License to Solicit for all required States annually

Human Resources

- Post new positions to websites and newspapers as directed
- Schedule interviews and prepare documents for interview process and new hires, collect and file resumes
- Enroll and dis-enroll employees from insurance, credit cards, as needed
- Maintain staff medical files
- Responsible for orientation process for all new hires, including preparation and distribution of new hire orientation materials
- Maintain GTRLC's compliance with labor laws including required postings and notifications
- Responsible for staff's required hiring documentations, i.e. I9, W-4 etc.
- Collaborate with Executive Assistant on HR matters

Risk Management

- Update business insurance, including cyber liability, and auto insurance as needed or directed
- Work with staff to review GTRLC assets and property policies for proper insurance coverage
- Maintain and update Disaster Recovery Plan

Mailings

- Daily processing of outgoing mail, including donor correspondence, such as thank-you letters which are time-sensitive
- Assist with bulk mailings and returned mail data entry
- Maintain postage meter including purchase of postage and purchase of stamps

Board of Directors

- Serve as a back-up for Executive Assistant

Will be required to perform other duties as requested, directed or assigned.

Work Environment: In general, this position is Monday thru Friday, 9 to 5 with an occasional evening or weekend event

Physical Factors: Majority of the essential duties is in an indoor work environment. Occasional outdoor environment is possible that could involve moderately strenuous activity such as hiking in various weather conditions.

Education and Experience: Bachelor's degree and 2 years of relevant work experience, or Associates degree and 5 years of relevant work experience

Minimum Qualifications (Knowledge, Skills, and Abilities):

- Demonstrated ability to represent an organization, maintaining positive public relations
- Proficient in Microsoft Office software (Word, Excel)
- Experience with database applications
- Experience handling money and receipts
- Demonstrated ability to be detail-oriented, self-motivated, creative thinker, problem-solver, and manage multiple tasks

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Desirable Qualifications:

- Demonstrated ability to engage and collaborate with volunteers in a positive way, and providing feedback on projects performed
- Salesforce Non-profit Starter Pack experience
- Google GSuite experience

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