

## Office Manager

**Position Title:** Office Manager  
**Classification:** Full-time, Exempt, PTO & Benefits  
**JA Office:** Junior Achievement of the Bluegrass  
**Reports To:** President



**Position Overview:** As part of a collaborative team environment, The Office Manager provides strategic and administrative support to the president and manages day-to-day office operations. The main responsibilities of this position include overseeing the day-to-day office administrative functions and facilities management, data management system, gift processing, financial and stewardship reporting, marketing, and event management for the organization. The ideal candidate will be a dynamic, energetic, creative team player who thrives on building relationships and connecting passion for mission through fundraising events and organization communications to advance the organization's impact.

### **ROLES & RESPONSIBILITIES:**

#### **Office Management**

- Reporting office progress to president and working with them to improve office operations and procedures.
- Maintains security procedures, monitors alarm system, and visitor check in process.
- Manage relationships with vendors and service providers such as telephone and janitorial.
- Greet and direct office guests and direct inbound phone calls when receptionist isn't working.
- Processes incoming and outgoing mail and maintains postage accounts.
- Purchasing agent for office supplies, stationery, and other equipment as needed. Maintains supply inventory.
- Develop a yearly calendar for department that includes timetables, procedures, and responsibilities to be accomplished.
- Maintain office equipment inventory including IT.
- Maintains front desk, community room, and lobby organization.
- Serves as liaison between FCPS facilities management.

#### **Data Management**

- Oversee the development and maintenance of donor database integrity; assure design and maintenance of donor/prospect records, gift management systems, mailing lists, class and volunteer verification, and informational reports and provide in a timely manner.
- Responsible for the maintenance and update of hard files.
- Assists in the production, maintenance and distribution of financial reports including, but not limited to, gift/pledge logs, weekly and monthly reports, and executive dashboards.
- Provides mailing lists or other reports upon request in a timely manner.
- Prepare data for meetings, presentations, and project-specific data for e-mailings, newsletters, annual reports, and other communications and provide timely and accurate fulfillment and creation of queries and reports.
- Provides support for the annual audit and fiscal year end closing processes.

#### **Marketing**

- Assist with development of marketing and communications plans.
- Serve as primary administrator for social media accounts and website.
- Work with team to create marketing pieces for promotional, fundraising, events, and other purposes.
- Monitor and update JA website content and post on social media platforms.
- Serve as a marketing liaison to the JA Headquarters, keeping up to date on processes and policies from the national office and ensuring local materials/messages are consistent with national message.

## **Gift Processing**

- Process gifts and other payments, make deposits, draft acknowledgement letters and other stakeholder communications and reports.
- Processes and maintains records on all gifts, pledges, and donor-related transactions. Produce and submit gift/pledge acknowledgement correspondence, pledge reminders and matching gift requests.
- Interacts with donors, volunteers, board, and staff to answer questions/requests regarding gifts/pledges.
- Ensure compliance with all relevant regulations and laws; maintain accountability standards to donors and ensure compliance with code of ethical principles and standards of professional conduct for fundraising executives.
- Works with president and marketing committee to produce the annual report; personalized end-of-year impact summaries; donors' end-of-year philanthropy summaries; memorial/honorarium acknowledgments.
- Leads effort to provide reporting to JA USA for pass thru grants.
- Ensures donors receive proper recognition as outlined in stewardship matrix and sponsorship benefits packages.

## **Board and Committee Meetings**

- Schedule and coordinate board meetings and committee meetings. Prepare various meeting materials including agendas and minutes.
- Partner with the committee chair to support all committee meetings, prepare notes from each meeting.
- Orders lunches upon request and assists with prepping meeting rooms as needed.

## **Events**

- Develop standard operating procedure and itinerary for each event and distribute with appropriate notice to staff, volunteers, venue, and committee members.
- Assist with volunteer recruitment, recognition, and coordination of volunteer roles for each event.
- Assure design and implementation of each event program, with feedback and necessary tools/check and balance systems to ensure integrity and transparency in reporting results and outcomes.
- Maintain accounting on all income/expense for each event and help evaluate the effectiveness of the organization's event development, communications, and programs.
- Secure and coordinate all appropriate permits, permissions, and licensing prior to events.
- Execute sponsorship and stewardship recognition plans related to assigned events.
- Direct, supervise, and train volunteers at events.
- Establish and execute all assigned event logistics, including leadership and oversight for event production; from planning (invitations, collateral, etc.) to wrap-up (timelines, meetings, staffing, run of show, etc.).

## **BEHAVIORAL COMPETENCIES:**

### **Accountability**

- Accepts responsibility for meeting assigned goals and metrics.
- Maintains composure in difficult situations and can shift quickly to objective, problem-solving behaviors in order to deliver results.
- Avoids excuses and blame-shifting.

### **Active Engagement**

- Participates in projects, tasks, meetings and workplace interactions with positive enthusiasm.
- Demonstrates an obvious energy in performing the role.

### **Growth & Improvement**

- Actively seeks opportunities to increase industry knowledge and become a subject matter expert in the field.
- Willing to accept stretch goals and challenging projects to gain valuable experience and continuously develop as a professional.

### **Integrity & Trust**

- Earns the trust and confidence of coworkers and constituents through honest communication, ethical behavior and professionalism in all interactions.
- Admits mistakes, does not misrepresent self or information, and keeps confidences.
- Is dependable and known to be someone who will do what is promised.

### **Junior Achievement Teamwork**

- Operates in a collaborative environment - Contributes to meeting team deadlines and engages effectively with others to achieve goals.
- Advocates for the entire organization, including helping to recruit classroom volunteers and teaching JA programs when needed.
- Maintains an approachable demeanor to encourage positive working relationships and promote effective communication.
- Demonstrates a willingness to pitch in to help team members succeed (even in areas outside their role).
- Interacts well with many types of personalities and handles difficult interactions without escalating tension.
- Models appropriate work/life balance behavior and supports employees in their pursuit of balance.

### **EXPERIENCE/EDUCATION:**

#### **Required:**

Bachelor's degree in business administration, marketing, communications or a related field or two or more years of direct experience in marketing or fundraising; strong organizational and project management skills; excellent written, verbal, interpersonal and presentation skills; detail oriented; knowledge of various marketing platforms, including print, social, digital and email; basic experience with Microsoft tools; knowledge of Adobe Creative Suite tools; willingness to learn new software and programs; ability to work in a fast-paced environment and manage multiple tasks and deadlines.

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*In addition to the above requirements, candidate must:*

- Uphold and uplift JA's five core values: Collaboration, Optimism, Philanthropy, Relevance, and Respect.
- Follow all agency policies and procedures.
- Carry out the essential functions of the position with, or without, accommodation.
- Demonstrate awareness and understanding of cultural and ethnic diversity of constituents, staff, and community partners.

*The above position description is not all-inclusive and is not an implied contract of duties performed. It is a general overview of position responsibilities. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.*