

## **Gleaners Community Food Bank of SE MI Job Description**

**Job Title:** Office Manager  
**Reports To:** Senior Director, Administration  
**FLSA Status:** Exempt  
**Department:** Administration  
**Last Update:** Draft September 2015

Under the direction of the Senior Director of Administration, the position of Office Manager is responsible for the overall office management and administrative services and related activities. The Office Manager will be expected to perform routine-to-complex and administrative support functions as requested.

### **Essential Duties**

#### Office Management

- Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image.
- Delivers the highest level of customer service
- Supervises and coordinates overall administrative activities
- Negotiates and purchases office supplies in accordance with purchasing policies and budgetary restrictions.
- Interacts with vendors, and other service providers to maintain an inventory of supplies.
- Approves and processes invoices for office supplies and equipment purchases.
- Coordinates the smooth operations of "shared" meeting rooms, ensuring that adequate supplies are kept on-hand (meeting rooms, etc.) and that cleanliness is maintained.
- Backs up the Customer Service Associate by operating switchboard, directing and offering information to callers; as well as greeting visitors.
- Processes incoming and outgoing mail.

#### President Administrative Support

- Maintain President's calendar requiring interaction with both internal and external executives and assistants
- Welcomes and provides information to visitors or guests of the President, either in person or by telephone.
- Answers and directs inquiries
- Scheduling, setting priorities and conserving president's time
- Anticipates and executes president meetings and appointment preparations
- Provides skilled administrative support to members of the Senior Leadership team
- Makes all arrangements for travel for President and other Senior Leaders as needed.
- Maintains the master leadership team(s) staff meeting schedule, minutes and agendas.

## Board Liaison

- Updates the Board portal
- Maintain current list of board members with contact information
- Coordinates calendars for committee and board meetings and update members' calendars
- Arranges logistics for committee and Board meetings including but not limited to directions, meals and special services
- Prepares reports and meeting agendas as directed
- Produces reminders of action items as appropriate
- Confirms meeting attendees
- Creates and maintains a digital file and archive of all board related materials.
- Attends Board meetings and takes minutes; transcribes and disseminates minutes to Board and members.

## Other

- Maintains staff by recruiting, selecting, orienting and training employees; developing personal growth opportunities.
- Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results; conducting training; enforcing policies and procedures.
- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
- Other duties as assigned

### **Scope of Position:**

Budgetary Responsibility:	Moderate
Personnel Responsibility:	Moderate
Access to Confidential Info:	Moderate
Supervisory responsibility:	Moderate
Donors:	Moderate
Volunteers:	Moderate
Food Partners	Moderate
Outside Vendors:	Moderate

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education/Experience**

- Bachelor's Degree preferred
- A minimum of five years' experience in office management
- Nonprofit experience, preferred
- Results-oriented with a strong team and service orientation work ethic

**Language Ability**

Excellent verbal and written communication skills, as well as strong interpersonal skills.

**Math Ability**

Ability to add and subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform these operations using units of American money and weight measurement, volume, and distance. High degree of comfort with writing and managing budgets required.

**Reasoning Ability**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

**Computer Skills**

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

**Equipment**

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

**Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

**Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required. The position may also require intra and interstate travel by automobile, airplane, etc.