Office Manager

YWCA IS ON A MISSION

Job Description:

The Office Manager provides an environment where members and customers are treated in a friendly and helpful way. Responsible for the smooth and efficient running of the general office operations. In consultation with the Executive Director, organizes and priorities the work flow concerning staff, committee, Board members, clubs and groups. Must be able to work unsupervised and able to make independent decisions within the YWCA guidelines. Position requires a high degree of confidentiality and some independent work of a complex nature.

Responsibilities

Customer Relations

- Promotes the YWCA to the public, providing information on programs and services, both at the Front Desk and on the telephone and social media outlets.
- Handles and processes complaints. Must maintain a friendly approachable manner to the public and project a professional image
- Collaboration with other groups, agencies, and organizations
- Greet and welcome guests as soon as they walk in
- Build a team of front desk customer service professionals

Record Keeping

- Accountable for cash drawer, cash receipts journal, and all Front Desk records including memberships, class registrations, program payments, annual giving, and sales to public. Verifies and maintains memberships
- Responsible for holding the safe's combination and organization of the safe
- Establish and monitor procedures for record keeping

General Office

- Must have working knowledge of all aspects of YWCA operations and programming
- Supervises Front Desk staff including hiring, firing, scheduling and training
- Provides administrative support to senior leadership
- Responsible for purchasing, billing and monitoring internal processes
- Clerical duties include, but not exclusive of: typing, copying, filing, telephone calling, processing mail, bulk mailings, and YWCA statistics
- Analyzing, monitoring internal processes, and maintaining office supplies inventory

Child care Benefit:

The YWCA subsidizes **25%** of child care costs for children enrolled in YWCA child care programs.
Infant care @$245 per week is a $61.25 benefit per week and $3,185 benefit per year
School Age care @ $185 per week is a $46.25 benefit per week and a $2,405 benefit per year

Health and Wellness Benefit:

Employees can attend one class per day or work out in the weight room.
$60 per month benefit
$720 benefit per year

Paid Time:

32 hours of personal time
Accrue 3.69 hours per paycheck for sick leave and vacation

Paid holidays

Health Insurance:

The YWCA contributes $3,600 per year to each employees plan.

Retirement:

Available to employees working two years with the agency. YWCA Cortland along with YWCA Retirement Fund contributes an average of 3-5% annually regardless of employee contributions. Contribution elections are reviewed on an annual basis

The YWCA embraces a family friendly and flexible work environment. Benefits are for fulltime positions and prorated for part-time.

eliminating racism
empowering women
ywca

- Maintain all records on the front desk computer, including annual giving donations and membership information
- Handles telephone operations - coordinate messages, distribute information, handle emergency calls such as class cancellations

Building/Security

- Responsible for security system when opening and closing the building
- Responsible for key box and handing out and retrieving keys
- Must assist in emergency situations, overseeing building evacuations for fire/security alarms and notifying management staff

Staff Supervision

- Consults with Executive Director regarding new hires and any terminations necessary for Front Desk staff
- Coach, mentor, train and discipline front desk staff
- Evaluates staff performance annually with review by Executive Director

Skills

- Proficiency in Windows & Microsoft Office applications
- Hands-on experience with managing office operations and supervising others
- Professional attitude
- Online marketing knowledge and graphic design basics
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Strong collaboration, organizational and prioritization skills
- Adaptability to flex to changing priorities and expectations
- Customer service skills and demonstrated ability to communicate with a broad range of people
- Ability to establish and sustain effective relationships with all constituents
- Attention to detail and high level organizational skills
- Able to work quickly and effectively under pressure
- Work independently and be self-directed. Exercise sound and ethical judgement when acting on behalf of the agency

Qualifications:
Associates degree preferred; additional degrees or certifications are a plus. At least 3-5 years of supervisory or management experience.

Working Conditions:
Work is performed in an office setting. Front line office conditions, heavy work load at times. Works in view of the public, noisy at times, with numerous interruptions.

Reports to:
Executive Director

To apply please email cover letter, resume and three professional references to kelly@cortlandywca.org