

TITLE Office Manager

REPORTS TO Director of Human Resources & Office Administration

JOB SUMMARY This position is responsible for the smooth day to day operations of front office activities, oversees common use areas and manages the administrative, phone and reception area volunteers. Provides administrative and project level support to the Executive Director. Manages the processes and leads the volunteers associated with book sorting and sales and the agency semi-annual art and jewelry sale, and leads all aspects of the agency's eBay product, site, sales and shipping.

CLASSIFICATION Full-time; exempt

DUTIES/RESPONSIBILITIES

- Ensure the smooth day-to-day operation of the administrative office by developing and implementing effective and efficient processes, procedures, and controls
- Manage office and phone reception desk volunteers. Monitor and measure service standards, and ensure adherence to policies and procedures. Provide training and coaching as needed.
- Manage all aspects of the agency's eBay product, site, sales and shipping
- Review, organize and oversee book process and volunteers. Select books for eBay and Beautiful Junk sales and distribution to Santa Shop, the agency Shelter, School Supply event, partner agencies, or distribution to participants in the Program Services Building lobby.
- Provide administrative and project level support to Executive Director
- Maintain materials and documentation for Board of Directors, as well as board meeting preparation and follow-up
- Contribute to the development of strategic goals and objectives through participation on the agency leadership team
- Develop administrative and sales objectives in line with the budget and strategic plan
- Develop, update and maintain all office administrative procedures and policies
- Create and manage the annual office administration budget. Regularly review department expenditures to ensure alignment with the budget.
- Pick-up and distribute mail daily, and maintain postage meter equipment
- Monitor, replenish and order office supplies, stationery, and other materials as needed, and ensure office equipment is properly maintained and repaired
- Respond to calls regarding donations drives (schedule pick-ups and drop-offs on In-Kind Donations calendar)
- Maintain all general office and staff areas, office files and records
- Provide Notary Public service as needed
- Ensure all phone reception, book sort and eBay volunteers are trained on safety and risk management procedures
- Attend and participate in agency events such as the annual meeting, fund raising events and seasonal prevention programs

KNOWLEDGE, SKILLS AND ABILITIES

- College degree or equivalent work experience required

- Four years' experience managing staff in a business operations or office environment
- Must be a Colorado Notary, or become one within three months of hire
- Experience with eBay and online selling processes strongly preferred
- Exceptional communication skills, highly developed interpersonal skills and experience dealing with the public and all levels within an organization
- Reliability, resiliency and discretion required
- Must be analytical, detail-oriented, decisive and highly organized
- Must provide leadership and initiative in resolving problems and developing work methods, and ensure quality and timeliness of projects
- Able to coordinate several activities at once, quickly analyze and resolve specific problems, and manage to deadlines
- Must be able to maintain a high level of volunteer engagement, and comfortable establishing objectives, planning, organizing and achieving results through others
- Ability to exercise flexibility in managing time and work independently
- Demonstrated experience developing business partnerships and working with service providers; comfort with reviewing bids and negotiating contracts
- Excellent computer skills including Word, Excel, and databases
- Knowledge of book, collectibles and art values helpful, as the position requires the ability to identify and evaluate all types of books and art work to determine resale value on eBay or other venues such as Craig's List

Email resume and cover letter to: jobs@theactioncenterco.org

Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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