



Office Manager

SUMMARY

This highly visible and integral position provides accounting, administrative and operational support for a dynamic, mission-driven and client-focused organization. This role contributes in areas of basic accounting, purchasing, information technology, record keeping, and reporting, as well as operational support for the organization in the areas of business procedures and systems, guest care, event support and other duties as assigned. This position requires flexibility, independent problem solving, a proactive approach and receiving direction from the Director of Business Operations, as well as the leadership team.

PRIMARY RESPONSIBILITIES

Responsibilities include, but are not limited to:

Accounting

- Processes accounts receivable, deposits and EFT/Wire receipts
- Processes account payables, due bills and recurring charges to bank/credit card accounts
- Manages customer and vendor information, W9s and document retention
- Creates and monitors financial reports related to purchases and budget controls
- Supports internal and external customers with requests for financial information
- Assists with year-end reconciliations and preparation for annual audit

Operations

- Serves as point of contact for facilities, equipment, communications and IT vendors/contractors
- Provides first echelon support and maintenance of software and communications tools in a Windows Exchange Server environment
- Manages procurement/purchasing of office/kitchen supplies, small equipment, meeting materials and assists staff with procurement of event-related items
- Keeps common and supply areas organized, and maintains an inventory of fixed assets
- Supports staff with research projects, proofreading and mailings
- Assists onboarding & orientation for new employees, offboarding for terminating staff

Record-Keeping & Document Control

- Creates and revises administrative and operational procedures, contact lists and shared informational resources
- Organizes and maintains shared electronic files and folders
- Organizes, maintains and archives accounting records

Client & Guest Care

- Serves as first point of contact for guests and general communications via email and phone
- Helps plan meetings with guests, clients, staff and board

Event Support

- Assists attendees, sponsors and speakers with online registration, answers incoming email and phone inquiries
- Helps prepare materials, nametags, mailings
- Provides on-site support for registration, speakers, sponsors and attendees, as assigned by event managers

JOB SPECIFICATIONS

Desired Education and Experience

- 2 year degree in accounting, finance, business administration, or combination of 2 year degree and equivalent work experience
- Two years prior experience with accounts payable and receivable and other listed accounting functions
- Two years prior experience providing general office administrative support functions
- Experience using Quick Books
- Professional experience in a non-profit office
- Previous experience with event management and registration software a plus
- Experience providing basic technical support for a small office environment, preferably in a Windows Exchange Server environment
- Experience managing email and calendars in Outlook

Knowledge, Skills and Abilities

- Proficiency with Microsoft Office products, including Excel, Word, Outlook
- Ability to learn new software quickly
- Knowledgeable of and comfortable teaching others basic technology systems/software and standard office equipment
- Demonstrated capability in maintaining strict confidentiality with employee information
- Knowledge of principles and practices of basic office management and organization
- Basic understanding of usual business practices, GAAP awareness useful
- Excellent attention to detail, high level of accuracy and good proofing skills
- Highly organized, able to prioritize and manage time effectively
- Able to work independently and with direction
- Ability to communicate clearly, concisely and accurately both orally and in writing
- Ability to develop and maintain positive and effective working relationships with other staff, clients and the general public

ORGANIZATION EXPECTATIONS

- Adhere to all GTS Educational Events policies and procedures
- Maintain absolute confidentiality of all information pertaining to staff, clients, participants, stakeholders and partners
- Display a positive and professional image and attitude in all relationships with staff, clients, participants, stakeholders and partners
- Serve as an ambassador for GTS Educational Events at all times
- Demonstrate ongoing commitment to and responsibility for ongoing self education

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver's license and access to a car
- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally

TOOLS AND EQUIPMENT USED

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

WORK ENVIRONMENT

- Small, fast-paced office environment in St. Paul, Minnesota

Apply by September 30, 2017 with resume, cover letter and salary requirements by email to Cynthia Berg, Director of Business Operations at cberg@gts.org (no phone calls please).