

NOTE: Job Application Timing is Extended:

Position will remain open until filled, but applications received by **5:00 PM on Friday, March 12** will be given first consideration for screening and interviews.



Office Manager

Status: Part time - 20 hours per week

Reports to: Chair of Governing Council

****Successful candidate must pass criminal background check and sign a Confidentiality Agreement.**

Background

Northeast Village PDX is a non-profit organization that values community, promotes a variety of activities to encourage connections among all Villagers, and provides volunteer services that enable members to continue to live at home and remain active as they age. We serve residents of 17 NE Portland neighborhoods under the umbrella of Villages NW-Metro (VNW), a 501(c)3 nonprofit which serves as the hub for 10 villages in the greater Portland metro area and one village located on the Oregon coast. NE Village is also part of the nationwide Village-to-Village network.

Our village has been open since November 2016 and currently has 120 members and more than 60 active service volunteers. Additional volunteers also provide office support, serve on various committees, and support the village in other ways. An 11-member Governing Council oversees all village operations.

Position Summary

NE Village PDX seeks a part time Office Manager (OM) to plan and carry out day-to-day office operations, keep service functions running smoothly, and support a variety of Village activities. This is a 'hands-on' position that involves daily interaction with members and volunteers and requires the ability to find workable solutions for situations that are not always easily anticipated. Balancing a variety of tasks and responsibilities is an important aspect of this job.

Under current Covid restrictions, the Office Manager works remotely to carry out office functions; in the future, the OM may split time between home and the Village office located at 5830 NE Alameda (Rose City Park United Methodist Church-RCPUMC), where NE Village PDX is a tenant and part of a collective organization that operates in church space.

Projected start date is April 1, 2021, subject to availability of successful candidate.

Major responsibilities

- Ensure office activities are aligned with and support Governing Council and Village committee objectives.
- Perform office functions related to members, volunteers, services, and communications.
- Maintain/update the Village website. (NE Village uses Club Express software to manage member information and requests for service and to host the Village web site.)
- Promote member/volunteer access to information and functions (including directory, calendar, forum) available on the web site.
- Maintain security and confidentiality of Village records.
- Provide quality customer service to a variety of constituencies including Village members, volunteers and the public.

Specific functions

- Process requests for service, manage volunteer information and update member information as needed.
- Add/update website content, trouble-shoot problems, suggest improvements for design and content, interact with Club Express support staff to maintain quality and integrity of site.
- Develop training and materials to increase member/volunteer use of web site.
- Maintain on-line calendar for Village business/committee meetings and schedule space as needed in church facilities or other venues.
- Coordinate with Village staff responsible for program development and support; provide back-up data entry as needed for events and activities.
- Manage internal communications (eblasts) to members and volunteers; maintain/update external mailing list.
- Train and manage volunteers as needed to support office functions.
- Develop/update procedures manuals for office operations, Club Express functions and web site maintenance.
- Manage office technology, including equipment, software, voicemail, etc.; recommend purchases and upgrades when needed.
- Order supplies and printed materials as needed.
- Prepare reports required by Villages NW and NE Village Governing Council and committees.
- Develop and maintain effective records systems (digital and paper).

- Attend monthly meetings of Governing Council; attend Village committee meetings as needed, participate in VNW Club Express Affinity Group meetings.
- Serve as a Village representative to the RCPUMC building collective.
- Serve as a resource for information about NE Village PDX operating procedures and policies, general information about the village concept, Villages NW and other villages in the Portland metro area.
- Perform other duties as assigned.

Required Skills/Experience

- 2-3 years of experience providing administrative support in a professional environment
- Excellent people skills
- Ability to work independently and to prioritize and manage multiple demands effectively
- Excellent written and oral communication skills
- Familiarity with database systems for membership and volunteer management or similar functions.
- Experience with web site design, construction and maintenance.
- High level of proficiency with Google Docs and/or Microsoft Office.
- Familiarity with Google Drive or other cloud storage options, VOIP and email management systems; familiarity with social media helpful
- Ability to operate and maintain various forms of office technology—computer, printer, scanner, etc.

Preferred Skills

- Experience working with and/or supervising volunteers
- Experience working with seniors or other vulnerable population

Compensation and Work Schedule

Position is budgeted for 20 hours/week; salary range \$20-25 per hour. Currently, the Village is open Monday through Thursday from 10:00 AM to 3:00 PM; hours may be adjusted in the future to better serve Village needs. Continuation of the position at this level is contingent on sufficient support from membership fees and other village fundraising efforts.

To apply, please submit a letter of interest and resume (including references) to Todd Coward, tlcoward99@gmail.com. Position will remain open until filled, but applications received by **5:00 PM on Friday, March 5** will be given first consideration for screening and interviews. Contact Todd (503-997-5788 or via email) if you have questions or would like additional information about this position.