



## Office Manager

**Status:** Part time – 20 hours per week

**Reports to:** Chair of Governing Council

**\*\*Successful candidate must pass criminal background check, sign a Confidentiality Agreement, and show proof of Covid vaccination.**

## 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 130 members and more than 40 active service volunteers. Additional volunteers provide office support, serve on committees, and support the village in other ways. A 10-member Governing Council oversees all village operations.

[Check our website](#) for further information and for detailed Job Description.

## Position Summary

The Office Manager is responsible for several areas of Village operations and activities:

- **Office Operations:** Information hub for internal and external purposes, keep service functions running smoothly, help members engage with Village activities
- **Village Office Support:** Provide office support to standing and ad-hoc committees and teams as needed. Ex-Officio member of Governing Council. Provide quality Customer Service to NEV members and volunteers.
- **Calendar and Scheduling:** Set up and support Village business and committee meetings; coordinate with staff Programming Coordinator as needed.
- **Maintain/Update Village Website and Club Express Platform**  
Work with Communications, Marketing & Outreach committee to utilize the website for both external and internal purposes; serving the public and our members and volunteers.
- **Represent NEV to External / Public:** Attend Club Express affinity group meetings as needed; represent NEV on "Church Collective" board (where our office is located); be available as a "public face" of our Village.

We are seeking 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.

Our Office Manager and office volunteers are currently working remotely to carry out office functions. However, we do have a physical Village office in the educational wing of the Rose City Park United Methodist Church, and are part of the Rose City Community Collective, comprised of representatives from each organization that has facilities at the Church. The office may be utilized, depending upon the course of the pandemic and related Church decisions and/or restrictions. The new Office Manager will play an important role in deciding the best way to manage the office functions.

This position is open as of November 1, 2021 and will remain open until we fill the position.

### **Major responsibilities**

- Ensure that the office is adequately staffed during scheduled hours of operation (currently Monday - Thursday, 10 am – 3 pm). Process requests for service, manage volunteer information and update member information as needed. Respond to questions/comments from members, volunteers, and the public.
- 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.)
  - o Add/update website content, trouble-shoot, suggest improvements for design and content, interact with Club Express support staff to maintain quality and integrity of site.
  - o Maintain on-line calendar for Village business/committee meetings and schedule space as needed in church facilities or other venues.
- Promote member/volunteer access to information and functions (including directory, calendar, discussion forum) available on the web site.
  - o Manage internal communications (e-blasts and mailings) to members and volunteers; maintain/update external mailing list.
- Develop and maintain effective records systems (digital and paper). Maintain security and confidentiality of Village records.
- Manage office technology, including equipment, software, voicemail, etc.; recommend purchases and upgrades when needed. Order supplies and printed materials as needed.
- Provide quality customer service to a variety of constituencies including Village members, volunteers and the public.

- Attend monthly meetings of Governing Council; attend Village committee meetings as needed; attend Club Express Affinity Group meetings. Serve as a Village representative to the Rose City Community 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.
- Coordinate with other staff functions: Programming Coordinator and Volunteer Coordinator.
- Perform other duties as assigned.

### **Required Skills/Experience**

- 2 - 3 years of experience providing administrative support in a professional environment
- Excellent people skills, written and oral communication skills
- Ability to work independently and to prioritize and manage multiple demands effectively
- Familiarity with database systems for membership/volunteer management or similar functions.
- Experience with web site design and maintenance.
- Ability to operate / maintain various forms of office technology - computer, printer, telephones.

### **Preferred Skills**

- Experience working with and/or supervising volunteers
- Experience working with seniors
- Proficiency with Google Docs/Workspace and Microsoft Office.
- Familiarity with Google Drive or other cloud storage options, VOIP and email management systems; familiarity with social media helpful

### **Compensation and Work Schedule**

Position is currently budgeted for 20 hours per week; starting salary \$20 - \$22 / hour depending upon level of experience, with review and opportunity for adjustment after 6-9 months. Paid semi-monthly.

Currently, the Village office 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. The Office Manager currently handles about half of the shifts, with the other shifts staffed by office volunteers.

**To apply**, please submit a letter of interest and resume (including references) to Todd Coward, [tlcoward99@gmail.com](mailto:tlcoward99@gmail.com). Position will remain open until filled, but applications received by **November 15** 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.