



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 provides volunteer services and offers activities that enable members to continue to live at home and remain engaged in their communities as they age. We serve residents of 17 NE Portland neighborhoods under the umbrella of Villages NW, a 501(c)3 nonprofit which serves as the hub for seven villages in the greater Portland metro area. NE Village is also part of the nationwide Village-to-Village network. Our village has been open since November 2016 and now 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. A 12-member Governing Council oversees all village operations.

Position Summary

NE Village PDX seeks a part time Office Manager to staff our location at 5012 NE 42nd Avenue and provide day-to-day continuity necessary to keep service functions running smoothly. All other office staff are volunteers who work weekly or semi-weekly shifts to provide coverage when the office is open (9:00 AM to 3:30 PM Monday through Friday). The Office Manager serves as a vital bridge between all aspects of Village operations and the office team. 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.

Projected start date is January 3, 2018, subject to availability of successful candidate. The position offers potential for expanded responsibilities as the Village grows.

Major responsibilities

- Ensure that office activities are aligned with and support Governing Council and Village committee objectives.
- Manage day-to-day office operations.
- Provide training and serve as team leader for office volunteers.
- Maintain security and confidentiality of Village records.
- Provide quality customer service to a variety of constituencies including Village members, volunteers and the general public.
- Increase functionality of data base software as administrative tool and member access to village services. (NE Village uses Club Express software to manage member information and requests for service.)

Specific functions

- Manage member and volunteer information; service request processing; and sign-up and calendaring for Village events, meetings, etc.
- Develop and maintain effective records systems (digital and paper).
- Develop and maintain procedures manuals for office operations and Club Express functions. Organize office space for most effective use.
- Prepare reports required by Villages NW and NE Village Governing Council.
- Manage office technology, including equipment, software, voicemail, etc.; recommend purchases and upgrades when needed.
- Attend monthly meetings of Governing Council; attend Village committee meetings as needed.
- Serve as a resource for information about NE Village PDX history, policies and operating procedures; serve as a resource for general information about the village concept, Villages NW and other villages in the Portland metro area.
- Perform other duties as assigned.

Required Skills/Experience

- 3-5 years of experience providing administrative support in a professional environment
- Excellent people skills and demonstrated ability to lead a team
- Ability to prioritize and manage multiple demands effectively
- Excellent written and oral communication skills
- High level of proficiency with Microsoft Office software, including Word, Excel, PowerPoint
- Familiarity with database systems for membership and volunteer management or similar functions.
- Familiarity with cloud storage, 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 populations
- Conversational Spanish

Compensation and Work Schedule

Position is budgeted for 20 hours/week; salary range \$20-25 per hour. Work schedule is somewhat flexible can be negotiated based on candidate availability and 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 Susan Bach susanbach@comcast.net. Position will remain open until filled, but applications received by **5:00 PM on Monday, December 4** will be given first consideration for screening and interviews. Contact Susan at (971-506-1119) with questions about this position.