

Job Title: Office Manager

Reports To: President & CEO

FLSA Status: Exempt (Full-Time)

Position Summary

The Office Manager manages the administrative, operational, and fundraising support functions of the organization. This role ensures efficient office systems, accurate financial and donor records, and effective support for fundraising campaigns and activities. This position does not supervise staff and works closely with the President & CEO to support organizational operations.

Key Responsibilities

Office Operations & Management

- Coordinate daily office operations to ensure efficiency, professionalism, and consistency
- Develop, implement, and maintain office procedures and administrative systems
- Ensure adequate office coverage and workflow coordination
- Manage vendor relationships, service contracts, and office supply budgets
- Provide administrative and logistical support for fundraising activities and special events
- Assist the Administrative Assistant with logistics and materials for board and committee meetings
- Support building maintenance and upkeep

Financial & Administrative Oversight

- Coordinate day-to-day accounts receivable, including tracking fundraising income and deposits
- Process invoices, reimbursements, and deposits for review and approval by the President & CEO
- Coordinate payroll documentation and processes with external accountant/bookkeeper
- Serve as liaison to external accountant/bookkeeper for monthly reporting and financial tracking
- Support the President & CEO with budgeting and financial reporting
- Prepare documentation and serve as liaison for the annual audit
- Maintain organized and compliant financial and administrative records and policies
- Attend Finance Committee meetings and, as requested, Board of Directors meetings
- Support program staff with documentation and reporting related to grants and program
- Coordinate employee benefits with vendors and staff, ensuring proper enrollment, documentation, and communication

Donor Database & Fundraising Support

- Manage and maintain with accuracy the organization's donor database/CRM
- Ensure timely and accurate entry of donations, pledges, and donor information
- Generate donor, campaign, and fundraising reports for staff, leadership, board, and funders

- Coordinate donor acknowledgments, gift processing, and stewardship communications with other United Way staff.
- Support annual fundraising campaign with communications, materials, tracking and other tasks
- Support compliance with donor restrictions and campaign reporting requirements

Leadership & Executive Support

- Serve as a central point of coordination across administrative, financial, and fundraising functions to ensure smooth organizational operations
 - Work with the United Way Board and Staff to identify operational or fundraising support challenges and recommend process improvements
 - Ensure compliance with organizational policies, funding requirements, and best practices
 - Handle sensitive and confidential employee, financial and donor information with discretion
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Qualifications

Required Qualifications

- Associate's degree or equivalent experience (Bachelor's preferred)
- 4+ years of administrative or office management experience
- Experience managing donor databases and supporting fundraising activities
- Strong organizational, leadership, and problem-solving skills
- Proficiency in Microsoft Office and/or Google Workspace
- Working knowledge of bookkeeping and nonprofit administrative practices (Quickbooks experience preferred)
- Excellent written and verbal communication skills

Preferred Qualifications

- Nonprofit experience, particularly in development or donor relations support
 - Familiarity with Donation Tracker or similar CRM systems
 - Experience supporting fundraising campaigns and special events
 - Knowledge of payroll systems and benefits administration
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Core Competencies

- Attention to detail and data accuracy
- Confidentiality and professionalism
- Strong interpersonal and collaboration skills
- Commitment to the organization's mission and values