



**TITLE:** Office Manager

**DEPARTMENT:** Finance & Administration

**REPORTS TO:** Chief Executive Officer

**FLSA STATUS:** Full-time, non-Exempt

Boys & Girls Club of Rochester is committed to advancing equity in its work. ***We invite applications from underrepresented and historically marginalized groups. People of all races, ethnicities, sexualities, identities and abilities are encouraged to apply.***

**JOB SUMMARY:**

Provide regular administrative support to Boys & Girls Club of Rochester’s office operations. Maintain focus on organizing office processes and spaces, providing excellent internal and external customer service, and supplying administrative support to the CEO. Some hours will be spent maintaining a shared welcome center while portraying Boys & Girls Club and The Place to members, business professionals, and community who call and visit.

Answer telephones; screen or direct calls to the appropriate party or department; greet and escort visitors; maintain visitor logs and badges; maintain electronic and hard copy files; coordinate schedules; prepare correspondence and reports when needed; provide support to other staff members as required.

**KEY RESPONSIBILITIES:**

- Answers telephones, providing accurate information, screening and directing callers to other staff or taking messages as necessary.
- Maintains electronic and hard copy filing systems and ensures they are accurate and timely and facilitate easy retrieval of information.
- Maintains cleanliness of Boys & Girls Club shared office and reception spaces, ensuring a welcoming and inviting environment.
- Coordinate office functions for Boys & Girls Club office (e.g. supply inventory, phone systems, filing systems, equipment, etc.)
- Provide administrative support for Boys & Girls Club CEO.
- Maintain timely, accurate, and up-to-date governance paperwork on behalf of the Board of Directors.
- Perform other related administrative duties as requested.

**RELATIONSHIPS:**

**Internal:** Maintain close, daily contact with BGCR office staff to exchange information, seek and provide assistance, and coordinate proper office functioning. Work closely with CEO to support administrative processes, including schedule management and correspondence.

**External:** Maintains contact with members, families, alumni, community leaders, youth-serving professionals, other Clubs, media contacts, vendors, consultants, organizations and others to achieve program goals and objectives, manage costs, share information and resolve problems. Collaborates with BGCR volunteer Board Members to ensure timely and accurate documentation.

**SKILLS/KNOWLEDGE REQUIRED:**

- High school diploma or equivalent
- 3-5 years of office support experience
- Superior writing, editing and verbal communications skills
- Strong project management, administrative and organizational skills
- Knowledge of desktop applications; Outlook, Word, Excel, Publisher, etc.
- Able to manage multiple priorities and be attentive to details
- Strong customer relations skills
- Able to maintain strict confidentiality

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

High energy level, comfortable performing multi-faceted tasks in conjunction with day-to-day activities. Superior interpersonal abilities. Ability to get along with diverse personalities, tactful, mature and flexible. Good reasoning abilities and sound judgment. Excellent oral and written communication skills.

**DISCLAIMER:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.