

JOB DESCRIPTION -OFFICE MANAGER

INTRODUCTION

Each person who works at Rowe helps to create the “Rowe Experience” for our guests. We work as a team to create the magic that is Rowe and each staff person holds a specific piece of that energy. The Office Coordinator is part of the office team and has primary responsibility for providing the leadership to maintain a welcoming atmosphere that is calm, cheerful, warm, friendly, and helpful both on the phone and in person. The atmosphere and environment provide an energy field that supports the work that is done in our programs.

In addition, the office is the central hub of the organization, through which much information flows. The vision is to create a professional, well-organized office that can provide personal service and help guests and leaders to feel known and respected. This happens both directly and through facilitating communication to other departments. The loving service that we provide is reflective of who we are and what we value and is the greatest marketing tool that we have. For many guests, Rowe is their spiritual home.

SUMMARY

All positions at Rowe, including management positions are hands on. The manager of a department not only coordinates the department but works along side the staff in getting the work of the department accomplished. The Office Manager is responsible for providing leadership for the office, supervising staff and interns, facilitating responses to customers, distributing catalogues, acting as liason to all workshop leaders and camp directors, facilitating inter-departmental communication and providing administrative support to the directors.

The Office Coordinator reports to and is supervised by the Director.

RESPONSIBILITIES

PERSONNEL

- A. Responsibility for hiring of department personnel with approval of director.
- B. Supervision of department staff and work-study interns.
- C. Facilitate a weekly department meeting.
- D. Supervise volunteers and work week participants.
- E. Cover for office staff in their absence
- F. Ongoing support through hands-on work in the department.

General Office Procedures

- A. Responding or directing communication to Rowe through mail, email, or telephone.
- B. Insure that office has coverage during all business hours and extended program hours.
- C. Keep office area clean and well-organized

Program Registrations

- A. Processing Phone and mail registrations.
- B. Send out early registration information for camps
- C. Coordinate registration at start of each program.
- D. Communicate guest and leader needs with other departments
- E. Complete all program related paperwork

Outreach

- A. Responsible for the distribution of catalogs
- B. Coordinate the distribution of *Center Post*
- C. Mailing list maintenance

Support to Directors

- A. Provide support to programming around communication with leaders and leaders needs.
- B. Copy editing of Rowe publications
- C. Special projects as assigned.

Finance

- A. Insure that department stays within budgetary guidelines
- B. Get approval from director for any expenditures beyond budget limits

All staff requirements

- A. Attend weekly staff meeting, non-business meetings, core staff meetings.
- B. Help out during flyer parties, kitchen move, KP, and other work projects
- C. Cook community meal every other week

QUALIFICATIONS AND EXPERIENCE

Skills Required: leadership, computer literacy, friendly phone presence, good people and supervisory skills, attention to detail, cheerful disposition, ability to stay focused and unperturbed in the face of constant interruption by phones and co-workers, multi-tasking ability a must.

Work Experience and Education Required: experience working with people in training or supervisory capacity.

Vacation Restrictions: The Office Manager shall coordinate vacations and days off with the Director, the Finance Coordinator, and the Marketing Coordinator, so that none of them are off at the same time.