



## The Shepherd's Center of Richmond Job Description - Office Manager

Full-time Position: 40 hours per week

### Position Summary

The person in this position manages an extensive volunteer transportation service using *RideScheduler* software, administers general office procedures, maintains and monitors a variety of financial and accounting operations (using *DonorSnap* and *QuickBooks for Non-Profits Online*), provides operational support to the Executive Director, the Board of Directors and the staff (both paid and volunteer) and provides administrative support to the lifelong learning and travel programs and corresponding committees. Reports to the Executive Director.

In addition to having a friendly demeanor, and enjoying working with older adults, the preferred candidate will:

- have experience in nonprofit organizations and volunteer engagement,
- be proficient in nonprofit accounting - *QuickBooks* experience a plus,
- be proficient in *Microsoft Office* and *G-Suite*, specifically *Google Docs* and *Sheets* and *Mailchimp* (or similar),
- have familiarity with *Donor Snap* or similar donor management software,
- be highly organized, detail-oriented and work well independently,
- have the ability to collaborate with other employees, volunteers and the Executive Director as a team to ensure that the projects and goals of The Shepherd's Center are carried out.

### Specific Duties

Transportation (staff liaison to Client Services Committee):

- utilizing of *RideScheduler*, inputs client phone requests, monitors activity and notifies clients,
- screens potential clients over the phone and manages account creation procedures accordingly,
- screens potential volunteers, coordinates background checks and performs initial training,
- provides volunteers with ongoing training and support, responding appropriately to ideas and concerns,
- inputs and maintains electronic and paper records and packet materials for both clients and volunteer drivers.

Office Management:

- answers phones and responds to emails and other correspondence appropriately,
- communicates with vendors to ensure that the office has supplies, equipment and services necessary at a reasonable cost,
- maintains organized electronic and paper file systems,
- prepares and submits nonprofit reports to such agencies as VDACS and SCC,
- takes phone calls for the Executive Director when unavailable and accurately relays detailed information.

Finance & Database Mangement (staff liaison to Finance Committee):

- generates all checks, including payroll for four employees, utilizing *QuickBooks for Non-Profits Online*,
- processes donations, registrations, member and travel fees, etc., utilizing *DonorSnap* and *QuickBooks for Non-Profits Online*,
- generates and sends donor acknowledgment letters after obtaining Executive Director's signature,
- creates various mailing lists using *DonorSnap* (Annual Appeal, membership renewal, course schedules, events, etc.),
- prepares monthly reports for the Finance Committee Chair and Treasurer,
- prepares draft annual budget for Finance Committee and Executive Director prior to adjustment and approval,
- implements, and updates when necessary, accounting policies, procedures and forms,
- maintains records in *DonorSnap* (Board members, committees, instructors, volunteer service hours, etc.).

Board of Directors:

- requests committee & Board reports prior to board meetings (4 per year), formats and distributes prior to meetings and archives after each meeting,
- prints placards and copies of reports for meetings,
- assists staff with Annual Volunteer Celebration.

Lifelong Learning Program:

- schedules public radio ads before each session (3 per year),
- prepares weekly paid tuition report for each location (2 total),
- prepares nametags and blank tuition slips for registration desks at each location.

Travel (staff liaison to Travel Committee):

- works with the Travel Committee to assure that trip flyers are created and distributed,
- responds appropriately to questions from prospective travelers,
- coordinates with volunteer trip leaders to ensure that TSCOR-arranged group travel runs smoothly,
- maintains all records, including details about participant preferences (e.g., single room, departure location, etc), financial statements and both paper and electronic records of all trips.