POSITION DESCRIPTION – Office General Manager

TITLE
Office Manager

POSITION
Full Time (37.5 hours/week)

REPORTS TO
Executive Assistant to CEO

SUMMARY
The Office Manager is a key position in the Foundation, providing a central coordinating function for all staff. The position supports all programs and departments in the Foundation and plays a critical role in supporting key donor relations.

As the Office Manager, you are responsible for setting a first impression of the Foundation. Customer service is a lead component of the position.

CORE COMPETENCIES
- High degree of organizational skills
- Quality orientation and attention to detail
- Impeccable computer skills
- Customer/donor focus
- Diplomatic communication skills
- Team work and collaboration
- Time management skills
- Adaptability/ Flexibility
- Critical thinking skills
- Problem solving
- Accountability and dependability
- Ethics and integrity
- Development and continual learning

KEY RESPONSIBILITIES

Main reception for walk-in traffic and telephone.

Coordinate all office logistics
- Use of Outlook for email and calendar management
- Including central filing, supplies, and maintenance coordination
- Manage the physical office environment
- Management of all office equipment
- Coordinate meetings: room bookings, staff calendars and schedules
- Research and prepare proposals for equipment and services required in the Foundation’s operations
- Ensure general tidiness/cleanliness of the common spaces
- Management of daily incoming mail

Support Executive Assistant as required:
- Arrange catering for internal and external meetings
• Maintain catering supplies ie. water, beverages, etc.
• Prepare boardroom for meetings in coordination with EA
• Assist EA with employee onboarding
• Liaise with EA regarding office policies including pandemic protocols
• Manage Workplace Risk Assessment process with IH Administration

Support general fundraising duties:
• Accept and process in-person and phone donations
• Liaise with corporate and individual donors
• Assist with mass mailings
• Assist with events
• Assist with volunteers
• Monthly ongoing updating of Foundation collateral throughout KGH Campus
• High level assistance with constituent data
• Send out Welcome Packages to new donors

Manage logistics and implementation of the KGHF Staff Lottery for all IH employees
• Knowledge of Excel required
• Collect and manage entry/change forms via email, fax and drop-in
• Enter new entries and change requests
• Update the “unsubscribes”
• Maintain master spreadsheet and review for accuracy
• Liaise with IH Payroll
• Liaise with KGHF Finance team to ensure accuracy of bi-weekly EFT and lotto entries
• On-going troubleshooting
• Respond to IH staff inquiries via walk-in, telephone and email
• Coordinate with JoeAnna’s House staff to enter new lotto entries
• Coordinate volunteer to file processed entry forms
• Announce biweekly winner and award winner with prize amount
• Coordinate Signing Authorities for the biweekly draw
• Liaise with Digital Media Manager re: lotto information on website
• Manage annual renewal process including identifying any HR requirements

Other duties as assigned.

Requirements
• High level of professionalism in dealing with the public
• High ability to provide empathetic communications
• Proficient in Microsoft Outlook, Word, Excel, Publisher
• Impeccable phone skills
• Proven attention to detail and a high degree of accuracy.
• Significant ability to manage varied tasks simultaneously.
• High level of integrity, confidentiality, and accountability.
• Sound analytical thinking, planning, prioritization, and execution skills.
• Able to effectively communicate both verbally and in writing.
- Familiarity with POS equipment and processes
- Experience with Raiser’s Edge an asset but not required

**Working Conditions**

- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Ability to work in an open environment