

## Position Available: Office Manager

Status: Part time – 20 hours per week

Reports to: Chair of Governing Council

Note: Successful candidates must pass criminal background check, sign a Confidentiality Agreement, and show proof of COVID-19 vaccination.



## Background

Eastside Village ([eastsidevillage.org](http://eastsidevillage.org)) is a nonprofit organization that values community, promotes a variety of activities to encourage connections among all Villagers, and provides volunteer services that enable Members to continue to live at home and remain active as they age. We serve residents of multiple East Portland neighborhoods under the umbrella of the Villages Northwest Network, a 501(c)(3) nonprofit serving as the hub for 11 villages in the greater Portland Metro area and one Village on the Oregon coast. Eastside Village is also part of the nationwide Village-to-Village network.

Our Village has been open since 2015 and currently has 135 Members and more than 75 active service Volunteers. Additional Volunteers provide office support, serve on committees, and support the Village in other ways. A nine-member Governing Council oversees all Village operations.

## Position Description

We are seeking a part-time **Office Manager (OM)** to plan and carry out day-to-day office operations, keep service functions running smoothly, and support a variety of Village activities. This is a hands-on position that involves daily interaction with Members, Volunteers, and the public. It requires the ability to find workable solutions for situations that are not always easily anticipated. Balancing a variety of tasks and responsibilities is an important aspect of this job.

## Major Responsibilities

1. Ensure the office is adequately staffed 20 hours a week, with some flexibility. (Current scheduled hours of operation are Monday through Friday 10 AM to 2 PM) Process requests for services. Manage Volunteer information and update Member information as needed. Respond to questions/comments from Members, Volunteers, and the public, serving as liaison between groups.
2. Serve as part of website team.
3. Maintain online calendar for Village business, social events, committee meetings, and schedule space as needed in church facilities or other venues.
4. Promote Member/Volunteer access to information and functions (including directory, calendar, discussion forum) available on the website.
5. Manage internal communications (e-blasts and mailings) to Members and Volunteers; maintain/update external mailing list.
6. Develop and maintain effective records systems. Maintain security and confidentiality of Village records. Maintain and operate Club Express Express (an online communications and data management platform) and Excel databases.

7. Manage office technology, including equipment, software, voicemail, and procedure manuals, etc. Recommend purchases and upgrades. Order supplies and printed materials as needed.
8. Provide quality customer service to a variety of constituencies, including Village Members, Volunteers, and the public.
9. Attend monthly meetings of Governing Council. Participate in Village committee meetings as needed. Attend Club Express affinity group meetings. Prepare monthly reports to Villages Northwest.
10. Serve as a resource for information about Eastside Village operations, general information about the Village concept, Villages Northwest, and other Villages in the Portland metro area.
11. Collaborate and serve as backup for other staff functions, e.g., the Volunteer Coordinator and Transportation Coordinator.
12. Provide training and supervision to office volunteers.
13. Perform other duties as assigned by Governing Council.

### **Required Skills/Experience**

- At least two years of experience providing administrative support in a professional environment.
- Excellent people skills, written and oral communication skills.
- Ability to work independently and to prioritize and manage multiple demands effectively.
- Familiarity with database systems for membership/volunteer management or similar functions.
- Experience with website design and maintenance.
- High level of proficiency in Microsoft Office software (including Word, Excel, PowerPoint) as well as Zoom, Workspace, and various forms of standard office technology.
- Experience working with seniors preferred.

### **Compensation and Work Schedule**

This position is currently budgeted for 20 hours per week; salary range is \$20-\$25 hour, with starting salary dependent on level of experience, with review and opportunity for adjustment after six months. Paid semi-monthly. Sick time accrued on a monthly basis.

Currently, the Village office is open Monday through Friday from 10 a.m. to 2 p.m. Hours may be adjusted in the future to better serve Village needs.

### **To Apply**

Please submit a cover letter and resume (including two references) to Lee Lancaster ([lee.lancaster@eastsidevillage.org](mailto:lee.lancaster@eastsidevillage.org)) by **5 p.m., Oct. 10, 2022**. If you have questions or would like additional information about this position, please contact Lee Lancaster at email above. No phone calls, please.



*Eastside Village is part of the Villages NW Network.*

