



Office Manager Position Description (Part-Time)

PURPOSE OF POSITION

The Office Manager organizes and coordinates office administration and procedures in order to ensure organizational effectiveness and efficiency.

The ideal candidate will be experienced in handling a wide range of administrative and accounting related tasks, including full-charge bookkeeping, payroll, general HR duties, and supply ordering. The Office Manager also assists with facility management and oversees the work of the library custodian. This position requires QuickBooks proficiency, excellent organizational skills, flexibility, the ability to work independently, and the enjoyment of working with a diverse group of people.

The Aloha Community Library Association is committed to building an equitable and inclusive organization that embraces and amplifies the diverse voices of our community.

ESSENTIAL JOB FUNCTIONS

- Organize office operations and procedures
- Maintain an orderly cloud based and paper filing system
- Serve as the point person for administrative duties, including establishing and maintaining relationships with vendors, coordination of office equipment maintenance, mail sorting, and inventory and ordering of supplies
- Provide administrative support for library director (includes support for operations, volunteer program, philanthropy department)
- Provide administrative support for board of directors, especially board president and treasurer, as requested
- While reporting to the Director, this position is required to work collaboratively with the Association Treasurer in the bookkeeping role as the Treasurer retains overall responsibility for budget execution
- Attend board meetings to take minutes; prepare and distribute minutes on appointed schedule monthly
- Provide administrative support for library operations duties, including scheduling Community Room reservations
- Enter A/P vendor invoices in a timely manner
- Take all reasonable discounts on vendor invoices

- Pay any debt as it comes due for payment
- Monitor debt levels and compliance with debt covenants
- Record cash receipts and make bank deposits
- Conduct a monthly reconciliation of every bank account
- Conduct periodic reconciliations of all accounts to ensure their accuracy
- Maintain the petty cash fund
- Tag and monitor fixed assets
- Issue financial statements for monthly Board meeting
- Calculate and issue financial analysis of the financial statements
- Provide information to the external accountant who creates the company's financial statements and 990 annual return
- Create and maintain the chart of accounts
- Assist with creation of annual budget, ensure all information provided is accurate and complete
- Maintain the annual budget
- Calculate variances from the budget and report significant issues to Director and Treasurer
- Comply with local, state, and federal government reporting requirements
- Oversee the payroll process
- Oversee workers compensation insurance
- Oversee employee benefits
- Assist with HR duties, including ensuring compliance with labor laws
- Oversee the various aspects of insurance for the library and association, including, but not limited to: Directors & Officers (D&O) and general liability policies
- Facility management, including oversight of the library custodian, ensuring custodial supplies are ordered in a timely manner and on hand when needed, tracking maintenance requests, assisting with vetting and scheduling appropriate maintenance providers, and supporting the work of the Facility Committee

JOB QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Office Manager candidate should have an Associate's degree in accounting or business administration or equivalent business experience, QuickBooks proficiency, as well as knowledge of bookkeeping, generally accepted accounting principles, and human resources compliance standards.

KNOWLEDGE AND ABILITIES

- Strong oral and written communications skills

- Ability to supervise and coordinate the responsibilities of administrative volunteers and custodial staff
- Ability to be punctual and dependable in order to meet the needs of the library
- Ability to interact courteously and effectively with the public and with other staff and volunteers
- Ability to understand and interpret library policies, procedures, and rules
- Ability to exercise sound judgment, tact, and confidentiality
- Ability to keep records accurately
- Ability to organize work for efficient use of time
- Ability to word process and type with reasonable speed and accuracy
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines
- Ability to work well both independently and as a member of a team
- Computer Skills: Microsoft Excel and Word
- Strong aptitude for technology and cloud based applications
- Ability to operate calculator, computer, and other general office equipment
- Knowledge of computerized accounting, but must be able to do a manual set of books
- Must be able to keep client matters strictly confidential
- Must have excellent interpersonal skills and customer service skills
- Prior experience in Business Management preferred

CUSTOMER SERVICE STANDARDS FOR EMPLOYEES

These standards are to ensure the organization is focused on providing high quality service to the public and other employees. Employees are expected to meet these standards as part of their job responsibilities.

Communication:

- Acknowledge customers by greeting them with a smile and positive tone of voice whether in person, on the phone or in email.
- Gather necessary information to assist the customer. Where possible, handle issues/questions/requests without transferring customer to someone else.
- Seek out answers to questions first; if unsuccessful provide name/contact information of someone who can assist.
- Listen, understand, and clarify to gain in depth understanding of the needs to ensure they are being met.
- Address difficult or contentious issues in a constructive manner.
- Be positive when speaking with customers.

Respect:

- Be courteous and polite.
- Treat customers with dignity and respect.
- Understand customer's expectations and treat them as a priority.
- Actively listen and give customer undivided attention.
- Appreciate differing perspectives, opinions, and needs.
- Demonstrate integrity and build trust through credibility, reliability, commitment, and ethical behavior.

Responsiveness:

- Provide prompt and reliable service.
- Respond to phone/email as soon as possible.
- Follow through in a timely manner on commitments made to customers and provide estimated timeline for completion.
- Change voicemail and email when out of office/unavailable and provide alternate contact person for customers.
- Demonstrate a "can-do" approach.
- Exhibit problem-solving skills leading to sound judgment and quality decisions.

PHYSICAL DEMANDS OF POSITION

Duties require the physical ability to bend, stoop, reach, and climb. Manual dexterity and coordination are required to operate a computer keyboard, calculator, and standard office equipment for over 90% of the work period. Clarity of speech, hearing, and vision, with or without reasonable accommodation, is required to enable the employee to communicate effectively with coworkers and the public.

WORKING CONDITIONS

The principal duties of this position are performed indoors in close quarters with other persons. Sounds from adjacent work areas will be ongoing.

SUPERVISION RECEIVED

Works under the general supervision of the Library Director.

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

The Office Manager candidate should have an Associate's degree in accounting or business administration or equivalent business experience, QuickBooks proficiency, as well as knowledge of bookkeeping, generally accepted accounting principles, and human resources compliance standards.