

Position Description

NeighborWorks Green Bay

I. Identification

Title: Office & Accounting Manager
Type: Full-Time
Pay Range: \$45,000 - \$60,000
Benefits: 401(k) and 401(k) matching, paid time off, health insurance, dental insurance, life insurance, disability insurance,
Reports to: Chief Financial Officer

II. Job Summary

The Office Manager is an essential position that organizes and coordinates office administration and procedures, in order to ensure organizational effectiveness, efficiency and safety. This position manages the back-office functions and staff of the organization (Office Administration, Finance, Compliance, HR, and IT) and maintains/develops organizational policy with the support of the management team. This position supports the management team in carrying out general business or unique projects.

III. Principal Duties and Responsibilities

Manage back-office functions:

Office Administration

- Negotiate, maintain contracts with and serve as main contact for all office vendors, service providers, mailing, shipping, supplies or necessary equipment to ensure effective and safe working environment for all staff.
- Serve as backup for other admin staff as necessary.
- Ensure outstanding guest experience and for all clients and visitors.
- Ensure timely and appropriate response to anyone attempting to contact our organization via phone, mail or online.
- Maintain policies and system for file maintenance and retention.
- Manage tenant and community use of shared space and meeting rooms.

Information Technology (IT)

- The Office Manager will generally not be expected to perform IT tasks, but will frequently be coordinating IT work/projects with our outside IT vendor.
- Negotiate, maintain contracts with and serve as main contact for all IT service providers including outsourced IT support, Internet, Phone, and office equipment.
- Coordinate and provide adequate tech setup to all new and existing staff as well as all shared use office equipment.
- Maintain device inventory and coordinate return of devices at departure.
- Serve as a leader and admin for critical business software used by all staff (Office Suite, Salesforce, Asana, Zoom, etc.)

Human Resources (HR)

- Coordinate and lead onboarding and training process for all new staff.
- Maintain and update Personnel Manual on a recurring basis.
- Coordinate annual staff review process.
- Coordinate and manage all new staff recruitment and interviewing.
- Coordinate benefits administration and negotiate contracts with benefit providers.

- Support staff in maintaining all necessary certifications.

Finance

- Work with finance staff to manage recording of sales, accounts receivable, expenses and accounts payable and serve as backup when necessary.
- Complete monthly bank reconciliations in time prescribed in accounting manual.
- Prepare journal entries and ensure quality and timeliness of financial data.
- Track all grant expenditures as required by funders.
- Work with finance staff to manage bi-weekly payroll completion, process all payroll & benefit updates and maintain HR files for all employees.
- Work with finance staff to manage month end and year end close and produce monthly reports and dashboards for NeighborWorks Green Bay and The Farmory as required by accounting manual.
- Work with finance staff to manage organizational cash flow and capital funding including grant and loan draw requests.
- Manage systems and technology related to finance and payroll operations.
- Work with finance to develop annual budget and follow approved budget.

Compliance and Reporting

- Oversee compliance deadlines and timely completion of all organizational compliance requirements, including processing specific reports as necessary.
- Work with finance staff to manage all compliance related to financial reporting, payroll and taxes and ensure timely reports and disclosures to government, funders, and business partners.
- Serve as a key contact with external auditors and other financial reviewers.

Process Improvement

- Lead or assist in efforts for continuous improvements and adjustments to maintain efficient operations.
- Evaluate current processes from start to finish.
- Analyze processes to find areas of waste, duplication, or errors.
- Develop plans to implement changes and assist or lead change implementation.

Support Executive & Management Staff:

- Support executive staff with special projects and quarterly initiatives.
- Assist with scheduling and meeting support for meetings with key partners.
- Assist with creation, deployment, and maintenance of other office policies.
- Support planning and execution of company events.
- Monitor internal processes and support continuous improvement.
- Support communications with funders and maintenance of donor records

IV. Preferred Skills and Qualifications

- Three years office management experience with experience overseeing IT and HR and accounting functions.
- Bachelor's or Associates Degree in accounting or related field
- Excellent organizational skills (oral and written) and the ability to excel at details, multi-tasking, willingness to go above and beyond when needed to achieve office goals, and working with others to accomplish group goals
- Must be proficient in the use of Microsoft Office and Outlook software. Must be proficient in the use of accounting software. Familiarity with Microsoft Access, Excel, and PowerPoint is a plus. Background in real estate is a plus.

V. Physical Requirements - Must be able to perform the following activities:

- Lifting up to 10-20 pounds.
- Carrying up to 10-20 pounds.
- Frequent standing and sitting.
- Ability to focus for long period of time on projects.
- Ability to reach, stoop and lift.
- Ability to drive a car.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements.