Delaware Center for Horticulture

Position Title:	Office Manager
Classification:	Full-time, exempt
Department:	Administration
Reports to:	Director of Finance & Operations
Start Date:	Immediately

Position Summary

The **Office Manager** is a full-time, exempt (salaried) position reporting to the Director of Finance & Operations. The Office Manager is responsible for a variety of financial, personnel, and office administrative tasks while providing front desk reception during business hours. The Office Manager supports other staff in coordinating a broad range of financial, personnel, administrative, and customer services to ensure the smooth professional administrative functions of the organization.

Essential Duties and Responsibilities

- **General support**: front desk reception (answering phone, greeting visitors, answering questions, fielding general inquiries), staff/board meeting minutes, maintain staff contact list and other office forms; assistance with mailings, procurement of office and facilities supplies, and support for rental inquiries.
- **Office management:** coordinates facility service contracts and agreements including office copiers, phone and internet service, and facility cleaning; serves as primary contact for IT service, HVAC, fire suppression, and security providers; updates office phone programming, safety manual, DE Dept. of Labor workplace safety inspection, and office and facility accounts payable. Maintains records, tracks associated deadlines and renewals, ensures timely payments.
- **Financial and business administration:** handling of mail; financial documentation; staff distribution of invoices/bills; receiving and processing of payments; weekly preparation of financial requests and other financial documentation for bookkeeper; maintenance of digital financial request process; copying and filing of financial documents; accounts receivable tracking; prepares bank deposits and serves as a support resource for bookkeeper in financial reconciliation. Maintains deadlines, prioritizes timely transactions and
- **Data support:** maintaining the gift log, gift, invoice, and other financial transaction entries; data entry. Primary maintenance of HRM software and benefits administration portal; processing of personnel hires, changes, and terminations
- **Personnel:** Administration and processing of semi-monthly payroll and 403(b) remittance, maintenance of payroll deductions and time off benefits; routine payroll reporting for bookkeeping; maintains a good working knowledge of employment handbook and other employment policies; support administrative functions of hiring. Support the Director of Fin/Ops in administering DCH benefits and insurance, serving as secondary contact for insurance broker; administration of employee benefits including “drop/change,” claims initiations and claims maintenance, and various insurance maintenance tasks.
- **Executive Director and Board support**: support the Executive Director, Board of Directors, and board committee chairpersons in administrative support, meeting support (scheduling, minutes, etc.) and distribution of related information. Maintain board lists and board orientation binders.

ASSISTANCE SOURCES (EXPERTISE)

- Director of Finance & Operations & Executive Director: general oversight and direction, administrative support for board of directors, oversight of daily organizational functions; oversight of accounting/financial tasks, best practices for fiscal management.
- Directors of Programs and Advancement: direction regarding relevant file and records maintenance. Bookkeeping service: assistance with coordination of financial processes and documentation.

REQUIRED SKILLS and QUALIFICATIONS

- Customer service experience and helpful, cordial approach to welcoming and assisting visitors, guests, clients, and phone inquiries.
- Utmost ethical standards, especially related to confidentiality and handling of mail, donor records, financial transactions, and personal information.
- Experience and time management skills to expertly carry out a variety of administrative tasks.
- Self-starter, problem-solver, independently motivated and accountable.
- Proficient computer skills including MS Office suite; MS 360 and MS Teams, experience with database entry, maintenance, and reporting; and attention to detailed processes and procedures; advanced computer skills preferred.
- Experience with Donor Perfect, Give cloud, Square, and Paylocity a plus but not required.
- College degree preferred; high school diploma and similar work experience required.
- An appreciation of the organization's mission and work we do.

Work Environment and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. -- The employee frequently is required to sit and reach and must be able to move around the work environment. The employee must occasionally lift and/or move up to 10 pounds and be able to carry, move and set up necessary supplies and equipment. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.

Salary and Compensation

$44,000 - $62,000/year commensurate with experience and qualifications. DCH offers a competitive benefits package including health, vision, dental, and supplemental insurance, paid time off, and retirement benefits. Equal Opportunity DCH considers candidates for all positions on the basis of qualifications and without regard to race, color, religion, gender, national origin, genetic information, age, physical or mental disability, sexual orientation, marital status, or status as a disabled veteran or other protect classification and in accordance with applicable federal, state, and local laws. DCH reserves the right to change this job description as conditions change.

Mission

The Delaware Center for Horticulture inspires individuals and communities through the power of plants. Since 1977, we have cultivated a greener community by creating and maintaining the first Urban Farm in the city of Wilmington, beautifying public landscapes, planting and advising on the placement of urban trees, mobilizing volunteers, and hosting community events and educational programs, including our Branches to Chances® Return to Work program and our Neighborhood Tree Steward Program. Because much of our work occurs in low-income neighborhoods with higher rates of disease, environmental contamination, and poor access to healthy foods, our educational efforts also emphasize the personal health and sustainability benefits of gardening.

If you are interested in being considered for this position, please submit a cover letter, resume and three references to careers@thedch.org