



## **Office Manager**

(Reports to Executive Director)

### **Description**

PlantAmnesty's Office Manager is responsible for day-to-day operations, organization, and communication at PlantAmnesty's headquarters. Responsibilities include:

### **Telephone**

- Answer phones, respond to general inquiries or forward calls appropriately
- Maintain main voice mail line, respond or forward appropriately

### **Email**

- Maintain primary email inbox (info@plantamnesty.org), respond to general inquiries or forward others appropriately

### **Mail**

- Deliver outgoing mail to the Post Office
- Pick up, open, and distribute incoming mail (at least twice a week)
- Purchase stamps for office use
- Maintain an up-to-date postage tracking sheet for bulk mailings and deposit money into the account as needed

### **File Maintenance**

- Create PDF or other electronic versions of PlantAmnesty documents as needed
- Maintain all documents (paper and electronic) in an organized fashion

### **Website**

- Maintain website, regularly updating with new information
- Serve as primary contact with webhosting services (MemberClicks)

### **Database**

- Maintain membership database (MemberClicks)
- Process memberships and membership renewals, in conjunction with bookkeeper
- Prepare monthly membership report
- Prepare and mail monthly membership renewal reminders
- Create and update mailing lists for renewals, meeting notices, annual appeal, newsletters, Constant Contact emails, and others as needed
- Maintain donor database and thank donors

## **Referral Service**

- Respond to Gardener and Arborist Referral Service calls and emails and make appropriate referrals
- Respond to Adopt-a-Plant inquiries and post appropriate listings to the website
- Submit quarterly Adopt-a-Plant list for the newsletter
- Recruit and test new gardeners for the Referral Service
- Coordinate endorsement for new arborists
- Manage Referral Service accounts and receivables in conjunction with Bookkeeper
- Answer Referral Service related phone and email inquiries
- Attend and assist with arborist programs as needed

## **Other Responsibilities**

- Prepare and distribute monthly board packets four days prior to each meeting
- Ensure office equipment is in proper running order, troubleshoot as necessary
- Process and ship merchandise and book orders
- Distribute hard-copies of quarterly newsletter
- Purchase office supplies as needed
- Write articles for newsletter as needed
- Other duties as requested by the Executive Director

## **Qualifications**

- Administrative/clerical experience
- Proficient in Microsoft Office suites
- Familiarity with gardening and arborist services and best practices
- Prior experience working in a nonprofit organization
- Prior experience in customer service
- Bachelor's degree preferred

## **Benefits**

- \$15-\$17/hour DOE
- Average 20 hours per week
- Flexible schedule (with approval)
- Casual office in Magnuson Park in NE Seattle
- Paid sick leave

## **How to Apply**

Please compile all application materials in PDF form and e-mail to [info@plantamnesty.org](mailto:info@plantamnesty.org) with the subject line "Office Manager Application". First consideration will be given to applications received by Thursday, November 30, 2017.

Applications should include:

- Cover letter
- Resume
- 3+ professional references
- Writing sample or other example of previous work (optional)

*PlantAmnesty is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of age, color, disability, gender identity, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law.*