

GOLDEN GATE AUDUBON SOCIETY

Position Title: Office Manager

Reports to: Executive Director

Location: Berkeley, CA

The Golden Gate Audubon Society (GGAS) is a non-profit, wildlife conservation organization dedicated to protecting Bay Area birds, other wildlife and their natural habitats. Golden Gate Audubon operates with a small staff of eight, an active Board of Directors, and hundreds of talented volunteers who work together to achieve our mission.

The Position

The Office Manager is a key position to the success of GGAS. This person manages Golden Gate Audubon's office services, which include bookkeeping, database management, office reception, office and systems maintenance, managing the Nature Store, and many member and donor communications. The Office Manager also coordinates office volunteers, and provides support to the Executive Director, Board of Directors and other office staff.

Key Responsibilities

- **Office Management:** Manages all office functions, including telephones, visitor reception, mail, merchandise orders and vendor relationships, equipment, maintenance, and supplies. Manages GGAS's Nature Store, including ordering, sales and inventory control. Handles public registration for birding classes and field trips. Processes member inquiries from telephone, email or in-person contact. Provides general administrative support to all staff and board members.
- **Gift Processing:** Receives charitable gifts to GGAS, enters gift and membership information into the database in conformance with GGAS's accounting system, and then fulfills corresponding acknowledgement mailings to members and donors.
- **Information & Database Management:** Manages the integrity of GGAS's membership database, including controlling database access, developing security and procedures, training staff on those procedures, and generating mailing lists and reports.
- **Bookkeeping:** Processes bills and deposits, writes checks, and prepares invoices. Works with the Treasurer, CPA and Executive Director to maintain the organization's accounting and books. Inputs and manages payroll.
- **Website and Member Outreach:** In cooperation with the Communications Coordinator, maintains website and social networking communications, including entering regular online updates provided by program staff. Manages all membership and donor information exported from the website and integrates into main database. Assists with the production of the member newsletter and other member

communications. Sends out alerts (using staff-generated content) about organizational events and advocacy issues to members and the public. Works with the Communications Coordinator to maintain media lists.

- **Volunteer Management & Coordination**: Oversees all office volunteers and develops protocols and training for volunteers working with the database, mailings and other administrative projects.

Qualifications

- A bachelor's degree or equivalent experience.
- People skills and customer service experience.
- Experience managing databases. Demonstrated experience with membership and donor databases a plus.
- Strong writing and communication skills.
- Demonstrated experience in bookkeeping and/or accounting. Experience with QuickBooks a plus.
- Excellent computer skills, including in-depth knowledge of Microsoft Office and Access.
- Website management experience. Experience with WordPress a plus.
- Experience working with and managing volunteers.
- Poise, professionalism and a sense of humor. The ability to work flexibly and productively in a small, entrepreneurial environment. Team spirit and a commitment to overall organizational success.

Additional Desired Qualifications

- Ability to troubleshoot technological problems for office staff.
- Experience with fundraising and donor cultivation.
- Knowledge of and enthusiasm for birding, bird rescue, and wildlife conservation.
- Experience working or volunteering with nonprofit organizations.

Compensation and benefits

This position is full time and non-exempt. Salary and benefits are commensurate with experience. Health benefits provided.

The Process

Email cover letter and resume to mwelther@goldengateaudubon.org , or mail materials to: Office Manager Search, Golden Gate Audubon Society, 2530 San Pablo Ave., Suite G, Berkeley, CA 94702. No phone calls, please. Open until filled.

Golden Gate Audubon is an equal opportunity employer. People of color, women, people of all sexual orientations, and those with diverse backgrounds are all strongly encouraged to apply. Our staff and board value diversity and are committed to respect and inclusiveness.

For more information about Golden Gate Audubon, please visit our website at www.goldengateaudubon.org