



Office Manager

The Community House

Contact Name: Kelci Bednar

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Contact Phone: 630-323-7500

Closing Date:

Salary: \$20-\$25 per hour

Description:

The Community House is seeking a dynamic team-leader to lead our customer support efforts and front desk operations. The Office Manager plays a key role in creating exceptional customer experience at The Community House. This position oversees daily front desk operations by supervising, scheduling, training, and supporting our front desk team. The Office Manager also manages program registrations, office administration, and cross-department coordination, while providing support to management as needed. This role reports to the Program Director and directly oversees the customer support team,

For more than 80 years, we have provided equitable access to recreation, the arts, theater, volunteer activities, social outreach, education, and counseling services, and we make a difference in the lives of thousands of people throughout the western suburbs of Chicago each year.

The Community House offers competitive pay and benefits, including paid time off (20 + days of paid time off to start), 7 paid holidays per year, a 401K retirement plan with 100% match up to 3% of your salary, and robust health insurance plans (90% covered by the agency for individual coverage). The agency also provides 100% agency paid vision and dental plans for the employee, short-term disability, life insurance coverage, and while in-person work is important to team management and relationship development, The Community House is a flexible workplace and handles remote work options on a role-by-role basis.

Compensation: \$20-\$25 per hour depending on qualifications

Key Responsibilities

- Supervise, train, schedule, and support part-time front desk/customer service staff.
- Assign tasks, monitor performance, and maintain daily front desk procedures.

- Serve as a primary contact for customer registrations, inquiries and complaints.
- Coordinate front desk operations with all departments.
- Manage program registrations, including data entry, updates, and cancellations.
- Maintain the registration side of ActiveNet.
- Serve as liaison with the ActiveNet representative.
- Order and manage office supplies; keep office areas organized and stocked.
- Assist with management of office equipment, including printers.
- Oversee production of three organizational brochures, including timelines, staff coordination, and design updates.
- Manage and plan front desk year budget
- Provide administrative support to management as requested.
- Other duties may be assigned based on organizational needs and priorities.

Qualifications

- Strong customer service skills with a friendly, professional demeanor.
- Experience supervising or coordinating staff.
- Excellent organizational, communication, and time-management abilities.
- Strong attention to detail and ability to manage multiple priorities.
- Experience with registration systems (ActiveNet preferred).
- Proficiency with standard office software (Microsoft 365) and equipment.

How to Apply

Send resume and cover letter to kbednar@thecommunityhouse.org. Applicants will be accepted until position is filled.

The Community House is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability.

