



## **Office Manager**

### Winnetka Community House

**Contact Name:** Joanne Cascone

**Contact E-mail:** joannec@mywch.org

**Contact Phone:** 847-446-0537

**Closing Date:**

**Salary:** \$45,000-\$50,000

#### **Description:**

The Community House is a unique 501(c)(3) non-profit on Chicago's North Shore that has played a special role for over a century – strengthening community, inspiring lifelong learning, and offering opportunities for connection and personal growth. Home to a variety of youth and adult programs, theater and dance performances, special events, weddings, and much more, the Community House offers a full-service fitness center, theater, gymnasium, and multi-purpose spaces surrounded by beautiful gardens and grounds.

Reporting to the Finance Manager, the Office Manager leads all front desk and general guest service functions, handles key aspects of our financial operations, and provides general administrative support for the staff team to ensure an outstanding experience for Community House visitors and participants.

This is an excellent opportunity for a candidate who values the opportunity to be engaged in every aspect of a small organization, and who would enjoy working with a highly collaborative group of colleagues.

#### **Responsibilities include:**

- Serves as the primary person staffing the front desk M-F, and hires, trains, supervises, and evaluates part-time front desk staff who cover additional hours (including weekends).
- Executes and continuously improves all ongoing front desk operations, including general guest service, response to phone and in-person inquiries, support for program and event registration, receipt and processing of payments, management of incoming and outgoing mail, and management of related supplies and equipment.
- Executes accounts payable processing and record keeping and provides support for other aspects of the organization's financial operations.
- Supports programs, rentals, events, the fitness center, and other general operations through a variety of administrative and support tasks.
- Provides periodic administrative support for the Woman's Board (which conducts fundraising events) and the organization's Board of Governors.
- Serves as the primary contact for the organization's external IT support contractor, as well as internet and phone service providers.

- Manages general office equipment, including copiers, postage machines, credit card terminals, and other administrative equipment

We're looking for someone with:

- Demonstrated success in office management, customer service, or similar work, with experience in the non-profit sector or a parks & recreation environment preferred
- Strong skills in personnel management, with demonstrated success in recruiting, hiring, training, evaluating, and inspiring staff
- A strong service ethic, with an attitude of continuous improvement and problem-solving
- Excellent communication skills and the ability to communicate effectively and professionally in person, on the phone, or via email
- Excellent organizational skills and attention to detail
- The ability to maintain strict confidentiality in sensitive matters relating to the organization and its employees and volunteers
- A willingness to go above and beyond when circumstances require, with a passion for supporting a greater mission of building community

And:

- High school diploma or equivalent required; associate's degree in a related field preferred
- 2 or more years of experience in office management, customer service, or a related field (non-profit experience preferred)
- 2 or more years of experience supervising front line staff
- Strong proficiency with Microsoft Office, and some familiarity with accounting software (QuickBooks preferred)
- CPR/AED certification or the ability to obtain certification within 3 months of employment

This position is full-time exempt and works on-site at the Community House. While the hours are primarily 9am-5:30pm Monday-Friday, occasional evening / weekend work is required. The starting salary range for this position is \$45,000-\$50,000, and compensation includes medical, dental, short-term and long-term disability, and life insurance; paid sick, vacation, personal, and holiday time; 401(k) plan; and a free membership to our fitness center.

To apply, submit resume and cover letter to Joanne Cascone, Finance Manager, joannec@mywch.org. Applications will be reviewed as they are received.

*The Community House does not discriminate in employment opportunities or practices on the basis of race, color, religion, national origin, ancestry, age, sex, gender identity, marital status, order of protection, disability, military status, sexual orientation or sexual identity, pregnancy, unfavorable discharge from military service, genetic information, reproductive health decisions, family responsibilities, or other segmenting factor protected by law.*