



Office Manager

The Community House seeks letters of interest and resumes from outgoing and organized candidates interested in the position of Office Manager. This is a part-time position, 20-30 hours per week. Hours can be flexible and are primarily between the hours of 9am and 3pm.

About The Community House

For 100 years, The Community House (TCH) has promoted the arts, enrichment, and unity in Hamilton, Wenham and the greater North Shore. TCH's mission is anchored by three flagship program areas: The Kids Community @ 284 (an after-school program), Stage 284 (a community theater program), and special community events (such as Community Block Party, Santa in the Park, free Sunday Concerts in Patton Park).

To learn more about all TCH programs and events, please visit our website: www.communityhouse.org

About the Position

The Office Manager reports to the Director of Finance and serves as a member of the TCH administrative team. The Office Manager is often the first point of contact for all visitors at TCH and responsible for guest relations and supporting the administrative leadership team members.

Standards for this position:

- Helps to ensure TCH runs smoothly and efficiently
- Greets every visitor and guest enthusiastically and warmly
- Treats visitors and coworkers with respect
- Executes responsibilities accurately and on time
- Being on time and having excellent attendance
- Maintain confidentiality of all business and client information (written and verbal)
- Receives consistent positive feedback from coworkers and constituents

Key Responsibilities:

- Answers incoming calls to the front desk while addressing the needs of each caller
- Triage the needs of visitors while promptly and respectfully responding to their requests/needs
- Processes program registrations, event ticket sales, refund requests and other patron inquiries
- Processes donations, acknowledgement receipts and letters, as well as other database related tasks
- Processes incoming mail and delivers deposits to the bank, in accordance with TCH's money handling procedures
- Provides administrative support to the Board of Directors and senior leadership team members
- Coordinates the day to day operations of the front office
- Administers the Ski Bradford and Friends Club programs
- Coordinates and supports administrative volunteers
- Provides supervision to custodial staff
- Attends and supports all TCH fundraising events such as golf tournament and annual gala
- Acts as the Manager on Duty in the absence of a senior leadership team member

Key Qualifications

1. Strong interpersonal skills, including written and verbal communication skills
2. Consistent positive attitude, outgoing
3. An appreciation for community building
4. Self-starter, willing to accept feedback
5. Open minded and optimistic
6. Innovative- willing to make suggestions for improvements and efficiencies
7. Excellent skills in MS software (Word, Excel, Outlook), Google services (Google docs, forms)



TCH is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

Please email cover letter and resume to:

melissa@communityhouse.org

Position will remain posted until filled.