



Norman Bird Sanctuary Office Manager

Job Description

Manage daily office and Welcome Center operations for an environmental education center and 325-acre wildlife refuge in Middletown, RI.

Responsibilities

This full-time position is responsible for a diverse mix of administrative functions and serves as the face of the organization, welcoming and supporting visitors through the full array of interactions with Norman Bird Sanctuary. The position has responsibility for managing business functions; managing the front desk, phone lines, and office equipment; as well as all administrative and operations duties to keep the organization running smoothly and efficiently for staff and visitors. Specific duties include: processing financial transactions and managing the data integrity of electronic Point of Sale and fundraising database systems; managing the Owl Shop gift shop; supporting the public with general information requests; coordinating the membership program; and supporting event and program registrations.

Qualifications

Candidates must be personable, well organized, efficient, detail oriented, and technology savvy. Strong experience with Microsoft Office required, with experience managing office systems, fundraising databases (DonorPerfect), and/or Point of Sale systems preferred. Occasionally requires evening and weekend work. Bachelor's degree preferred.

Duties Include:

Administrative

- Greet and orient visitors to trails and property resources
- Answer and process phone inquiries and manage organizational voicemail
- Manage weekend receptionist; recruit, train and supervise front desk volunteers
- Collect entrance fees
- Close out the register daily, compile transactions for bank deposit and financial postings, produce reports, and conduct reconciliations with accounting
- Manage inventory and purchasing for the organization's office supplies (paper, toner, etc.)
- Ensure smooth operation of office equipment (copier, fax, POS, etc) and coordinate IT support
- Manage bulk mailing account and postage meter and document for accounting
- Manage petty cash and refill as necessary; document for accounting
- Maintain awareness of staff and program schedules for inquiries
- Open and distribute mail
- Write up and distribute minutes for staff meetings

- Manage daily opening and closing functions for the Welcome Center and NBS campus; ensure visitors' understanding of hours of operations and rules for behavior.

Development/Communications

- Manage the integrity of the constituent/donor database; perform data entry of constituent and financial information; import online giving and registration data
- Optimize database coding and processes for efficiency and ease of segmentation in fundraising, event invitations, and informational communications; create and deliver database reporting
- Manage and implement audience segmentation and mail merges for mail and electronic communications; manage assembly of bulk mailings and/or coordinate with external suppliers
- Coordinate new member acquisition initiatives and manage monthly membership renewals and special appeal mailing and email campaigns
- Manage timely 'high-touch' gift acknowledgements to steward donor gifts; maintain rigorous electronic and hard copy filing system
- Support registration and preparation/set-up for all special events
- Support planning and coordination of the annual Harvest Fair

Education

- Promote, orient families, and distribute prizes for youth trail activity programs
- Process, refer inquiries, and support registration for public programs and camps; manage POS system for on-site program registrations
- Manage mail file creation, mail merges, and mail production for program marketing

Owl Shop

- Manage retail sales and customer service for Barn Owl Shop gift shop
- Manage Point of Sale system and inventory management
- Design seasonal displays for store; keep the shop looking clean and neat
- Order inventory and supplies for Barn Owl Shop; apply price tags
- Research new mission-compatible products and product lines

Properties

- Support public inquiries and facilitate interactions with the Properties team regarding community service, volunteers, service contractors, etc.
- Document check-in and direct arriving community service volunteers to the proper tools and areas of work

Miscellaneous other duties as assigned

Position details

This is a full-time exempt position, 40 hours per week, Monday through Friday. The position is at-will, salaried with full benefits, \$24,000-\$27,000 per year. Reports to the Director of Development. Occasional weekend and evening work required.