



## Office Manager

Job Description | *Non-Exempt Status*

*Our economy grows when a local business thrives. Be a part of the team that makes this happen.*

*Work virtually, Act locally, Think globally*

**Job Title:** *Office Manager*  
**Location:** *Fort Bragg or Ukiah*  
**Hours:** *32 hours per week*  
**Salary:** *\$50,000 /year DOE, non exempt*  
**Supervisor:** *Director, West Business Development Center*

### GENERAL INFORMATION

The West Business Development Center (West Center) provides business technical assistance and economic development services across Mendocino, Lake and Sonoma County and adjacent Tribal Lands. West Center is a 501©3 organization providing no cost one-on-one business counseling, workshops, and training programs to support economic and social empowerment. We advocate with local governments, agencies and financial institutions on behalf of the rural small business owner to support economic development that ensures poverty alleviation, product innovation and economic growth. Our work provides equal access to entrepreneurial resources to all individuals who seek to start or expand their business. We are seeking a highly organized, professional Office Manager to join our team to ensure smooth and efficient functioning of the day-to-day office operations.

### POSITION SUMMARY:

Under the supervision of the Deputy Director the Office Manager will be expected to manage administrative tasks that will arise with a hybrid (virtual/in-person) organization. In addition to answering phone between 9-3 pm five days a week, responsibilities will include but not be limited to payroll administration, tracking expenses and invoices, and tracking of office technology, ensuring supplies are available for staff, clerical support for a variety of communications and activities. This position may be a hybrid role however they must have the ability to travel with in the County of Mendocino to perform some of the weekly operational duties. The ideal candidate should be able to prioritize tasks, work well in a fast-paced virtual environment, and possess excellent interpersonal skills. This position could grow to full time.

### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Assist with bookkeeping, including managing accounts payable and receivable, tracking expenses, and preparing financial reports
- Receive and process employee timesheets, prepare database backup reports for signatures
- Receive and process advisor and vendor monthly invoices
- Receive and scan bills/invoices and secure signatures
- Run backup database reports for both counseling and training to verify grant funding allocation.
- Secure client economic impact forms
- Organize and maintain physical and electronic filing systems, ensuring accuracy, confidentiality, and completeness of records
- Maintain inventory of office supplies and tech equipment, order supplies as needed, and oversee the distribution of supplies to staff members
- Assist in the preparation of meeting agendas, notifying attendees, taking minutes, and preparing supporting documentation as required.
- Assist with the preparation of grant applications, reports, and other correspondence as needed
- Acts as Administrative Assistant to Board of Directors as instructed by the Executive Director

- Manage day-to-day operations of the office, including answering phones, responding to emails, mail pick up and distribution, records maintenance, and scheduling appointments
- Provide administrative support to senior staff members as needed, including scheduling meetings, making travel arrangements, and preparing materials for meetings
- Help coordinate events, meetings, and workshops as needed
- Perform other duties as assigned

#### **SKILLS, KNOWLEDGE, AND ABILITIES:**

##### **Knowledge and experience with:**

- Virtual meeting software - Zoom, Microsoft Teams, Calendly
- Windows Office Suite including, Outlook, Excel, Word, and PowerPoint
- Google Workspace to schedule work, email, communicate, create reports, and maintain records

##### **Ability to:**

- Professionally respond to common inquiries and transfer knowledge to others
- Coolly navigate and resolve issues that arise with the public
- Ability to use diplomacy, discretion, and judgement regarding exposure to sensitive material
- Support coordinating events involving multiple parties & vendors
- Use research tools to resolve customer complaints
- Willingness to learn new software tools and processes
- Calmly handle frequent changes/additions to planned schedules
- Organize workload to ensure responsibilities are carried out in a timely manner
- Conduct internet research

#### **REQUIRED QUALIFICATIONS:**

- High school diploma or equivalent; some college coursework preferred
- 2+ years of experience in an office management or administrative support role
- Excellent written and verbal communication skills
- Proficient with Microsoft (Word, Excel, PowerPoint) & Google Suite (Gmail, Calendar, Docs)
- Strong knowledge in conforming to the rules of grammar

#### **DESIRABLE QUALIFICATIONS:**

- Knowledge of QuickBooks software
- Fluent in Spanish Language a plus
- Event planning experience
- Experience with professional correspondence development
- Experience with community organizing

West Center is an equal opportunity employer and encourages people from all backgrounds to apply. Funding for this program comes primarily from the federal Small Business Administration (SBA), and the California Governor's Office of Economic Development (GO-Biz), along with other state and private grants.

*This is currently a 32 hour per week position with compensation and benefits prorated accordingly.*

**WORK ENVIRONMENT:** This position is available to hybrid remote working. This position can be based in either the Fort Bragg or Ukiah office with the understanding there may be regular travel between offices. Regularly sits or stands for long periods at a computer; frequently bends, twists, stoops and crouches while working at desk, filing and records handling; constantly uses both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequently uses a telephone and computer to communicate with coworkers and public; regularly stands to use a variety of office equipment; occasionally lifts and carries items up to 30 pounds; occasionally lifts above shoulder and head; regularly communicates in oral and written form with co-workers and with the general public, frequently reads and interprets agreements and other documents. Constant sitting in an office chair, keyboarding and visual contact with computer terminal; frequent walking, standing, writing, bending, and reaching; occasional lifting of items weighing less than 30 pounds, reaching, and lifting above shoulders, carrying boxes of materials from place to another.

#### **To Apply:**

Please send a cover letter and resume to [maryanne@westcenter.org](mailto:maryanne@westcenter.org). We will review applications through May and contact candidates for interviews.