



[www.capitolhillvillage.org](http://www.capitolhillvillage.org)

*Do you understand that the behind-the-scenes work is as much about the mission of an organization as direct program work? Are you a creative problem solver, dedicated to efficiency? Do you have the ability to have strong customer service in spite of an overflowing to do list? Do you have a strong interest in learning new IT systems and leading a team to implement them? Do you have a sense of humor and ability to laugh at yourself? **If so, we want to meet you . . .***

**OVERVIEW:** Founded in 2007, **Capitol Hill Village (CHV)** is a non-profit membership organization, with 535 members and 300 volunteers. Based on the concept of neighbors helping neighbors, CHV provides members with social, educational, cultural opportunities, as well as support services including transportation, home maintenance performed by CHV's vetted volunteers or vendors. And, CHV's social services team provides professional care coordination, helping members to navigate health care, insurance, social service, housing and issues. CHV's goal is to help members remain in the community and in their homes as they grow older. CHV has programs and services for members across the spectrum of health, mental acuity and economic means. We are pursuing greater ethnic and cultural diversity.

**Position Description:** Capitol Hill Village seeks a fulltime office manager for its 8-person office to maintain efficient services, accurate accounts, and creative programs. Person is responsible for

### **Primary Job Responsibilities**

#### FINANCES

- Manage accounts payable and receivable
- Enter all funds received into database /QB QuickBooks
- Create monthly grants financial reports and submit to funders
- Write checks, enter into database / QB
- Maintain administrative files
- Support staff in maintaining best practices w/ receipts, invoices, etc
- Reconcile monthly credit card statement
- Work with bookkeeper on files, timesheets and other resources on a weekly basis
- Keep all records well organized and coordinated for annual audit

#### MEMBERSHIP

- Work with Membership Champion to manage member on line database
- Work with membership groups to manage logistics for events (e.g. theater tickets).

#### DEVELOPMENT

- Help plan some fundraising activities (3 / year) – logistics, supplies, registration, etc
- Track and send thank you letters for all donations.
- Manage mass mailings, end of year appeal with mail house
- Assist with special events and other duties as assigned

#### OFFICE ADMINISTRATION

- Keep track of and purchase supplies as necessary
- Interface with contractors and consultants (i.e. IT)
- Manage office maintenance, coordination w/ landlord, cleaning staff, etc.
- Provide IT help and problem solving (replace the toner, re-boot the server, etc)

## PERSONNEL

- On board new staff with training, orientation and general support
- Support staff in programming (supplies, coordinate spaces, budget management)
- Track leave, sick and personal days of employees.
- Manage timesheets and semi-monthly payroll

## OTHER

- CHV is in the process of designing a new CRM in Salesforce. The office manager will be the primary administrator of the CRM. Along with the CRM, we are developing a new website which the office manager will also be primary point of contact for.
- In 15 months, CHV will be moving offices to a new space. The Office manager will be responsible for managing the move.
- There is weekend work about 4 times / year
- Position will cover after-hours phone about once every six weeks. This rarely requires action, mostly monitoring.

## **Qualifications**

- A bachelor's degree or equivalent experience
- Experience with web-based programs, social networking, and basic office software, including MS Word, Excel, and Powerpoint. Experience with Constant Contact
- Experience working with or managing volunteers
- Organizational skills with keen attention to detail, including the ability to coordinate multiple levels of detail
- Ability to work independently with minimal oversight
- Completion of a criminal background check is required
- Any candidate should have strong computer skills and a willingness to learn new programs and support staff to solve problems as a first effort before calling CHV's IT contractor.
- Strong communication and customer service skills

**Work Hours:** The position is full-time, M-F, 9 AM-5 PM with occasional evening and weekend responsibilities. The Office Manager reports to the Executive Director. Offices are at 725 8<sup>th</sup> St SE, Washington DC

## **Salary & Benefits**

- \$60-70,000 annual salary Paid semi-monthly
- CHV Health insurance, or up to \$400/month employer-paid health insurance stipend
- 2 weeks paid vacation (subject to approval), 12 sick days, 2 personal days
- 3% Capitol Hill Village contribution to a Simple IRA

**Performance Evaluation:** The position is subject to a probationary period of the first 90 days of employment. The purpose of the probationary period is to provide a period of time during which the employee's performance can be evaluated to determine if their performance, ability, willingness and dependability merit continuation for employment. The Executive Director will hold a performance evaluation at the end of the 90 day probationary period. Subsequent performance evaluations will be held at the employee's annual anniversary date of employment.

**To Apply:** Please submit a cover letter and resume in one document in pdf format. Please discuss your salary expectations in your cover letter. Please title the document like this: Office Manager LASTNAME.pdf (e.g. Office Manager Smith.pdf). Email materials to: jobs@capitolhillvillage.org with Office Manager in the subject line.