Office Manager

JOB DESCRIPTION

Hours: 40 hours per week Full-Time Exempt, Salaried Position
Salary: Starts $54,080 a year (DOE) w/ full Health, Dental, Vision, Life Insurance and 403B retirement savings plan
Deadline: Position open until filled.

ORGANIZATION DESCRIPTION
Since 1971, Jamestown Community Center has been providing learning opportunities and safe spaces for low-income youth in San Francisco’s Mission District. Our youth represent the low-income, racially and ethnically diverse community in which they live and attend school. Our strategy is to serve a core group of neighborhood youth with multiple, high-impact programs as they grow through a full range of programs designed to help them transition from children into confident young adults.

Jamestown Community Center and Loco Bloco merged in 2018. Both youth development organizations had long established track records of providing enriching, high-quality programming to youth. We believed that our shared commitment to youth development, our shared love for the Mission community, our shared experience in developing leadership among low-income youth and families, the excellence Loco Bloco brings to arts programming and performance, and the expertise Jamestown brings to academic enrichment, sports and youth development, coupled with our long history of mutual collaboration can result in a better, stronger, more efficient and sustainable organization made up of Loco Bloco and Jamestown.

Programs now include Arts instruction, performance and production educational enrichment, academic tutoring, sports, leadership development, employment, counseling, and parent programs. Throughout these programs, Jamestown aims to provide all participants with the highest-quality youth development experience. This approach builds young people’s resilience as they face their daily challenges and supports their natural inclination to pursue their own growth into healthy, productive young adults. Our work focuses on the innate assets of youth to develop their leadership and ability to challenge discrimination and oppression and to bring about change in their communities.

Organization Values:

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<th>Accountability</th>
<th>Family</th>
<th>Health</th>
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<td>Artivism</td>
<td>Inclusion</td>
<td>Social Justice</td>
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<td>Education</td>
<td>Grit</td>
<td>Tradition</td>
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POSITION DESCRIPTION
The Office Manager works under the supervision of the Executive Director and has the primary responsibility of overseeing the operations of Jamestown’s central administrative office, including day-to-day administrative management, technology, database management and maintenance, data reporting, inventory, supervising reception and customer service, and activities in our space.

Revised 09/19/2020
Essential Duties and Responsibilities

Administrative/Office Management
1. Provides overall office and facility oversight, taking the initiative to solve problems.
2. Ensures that the administrative office functions smoothly.
3. Establishes and monitors tracking systems for record keeping, maintenance, technology support, inventorying and ordering supplies, equipment usage, office assignments, and storage of office materials and furniture.
4. Supervises support staff, providing ongoing feedback about accomplishments and areas for improvement; performs annual written evaluations in compliance with agency policies and procedures.

IT Management
5. Manage the shared computer network, and ensure hardware and software is up to date and meets employee needs, and the voice over IP telephone system
6. Manage the contract with the organization’s IT vendor for maintenance of the system
7. Coordinate the use of all shared equipment. Manage the purchase of new equipment, and its use at the office and sites.
8. Support the Deputy Director in the creating, streamlining, maintaining and updating the organization’s systems, databases and reports

Compliance
9. Complies with Jamestown policies and procedures, and laws pertaining to the operation of Jamestown.
10. Maintains professional attitude and work ethic.
11. Performs rated duties as assigned

Qualifications
- Minimum of 2 to 3 years work experience with customer service, administrative support and or IT support
- Experience working in a non-profit organization preferred.
- Significant experience with Microsoft Windows, Microsoft Office (Excel, Word, Publisher & Outlook) and Salesforce.
- Formal training and/or certification as IT systems administrator, and/or database administrator.
- Strong organizational and time management skills. Detail-oriented and conscientious about work quality.
- High level of professionalism in both demeanor and conduct, with the proven ability to communicate effectively on the phone, in person, and in writing.
- Ability to troubleshoot regarding computer software, hardware, and network issues.
- Strong initiative, energy, and creativity.
- Ability to work independently and on a team.
- Flexible, adaptable to change, and willing to acquire new skills in an evolving work environment.
- Interest in youth services, community issues, and/or social justice.
- Bilingual in English/Spanish strongly preferred.

Physical requirements:
- Prolonged periods sitting at a desk and working on a computer, phone, copier, office equipment.
- Must be able to lift up to 15 pounds at times.
- Working conditions include standard office as well as occasional travel within San Francisco

This is a full-time exempt position with benefits.

APPLICATION PROCEDURE
Please e-mail your cover letter and resume and add “Office Manager” plus your name in the subject line to:

Katie Garcia, HR Manager Jamestown Community Center Tel: (415) 647-4709
Email: katieg@jamestownsf.org San Francisco, CA 94110

Jamestown Community Center is an Equal Opportunity Employer. We encourage women and people of color to apply. The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Revised 09/19/2020