Norman Bird Sanctuary
Business and Office Manager

About Us
Norman Bird Sanctuary in Middletown, Rhode Island welcomes thousands of visitors each year to our 300-acre campus and 7 miles of hiking trails. In the 73 years since our founding, the property in our care has grown to include thriving wildlife habitats ranging from grasslands to forests, rocky ridges, salt marsh, and dunes and sandy beach. Our facilities include a welcome center, an upgraded historic barn and farmhouse, an artist’s studio, several classrooms and a coastal education center. Visitors of all ages and backgrounds explore the campus and trails and participate in hundreds of educational programs throughout the year.

With a fun and team-oriented staff, a highly engaged board of directors, and an operating budget of $1.8 million, we work to fulfill the mission of our founder, Mabel Norman Cerio, who created Norman Bird Sanctuary through a bequest in 1949. Our mission is to protect and steward the diverse habitats in our care, while providing opportunities for people from all walks of life to learn from and enjoy the largest contiguous open space on Aquidneck Island.

Employment Opportunity
Norman Bird Sanctuary seeks a year-round, full-time Business and Office Manager to manage daily business and office operations for an environmental education center and wildlife refuge. This position is responsible for a diverse mix of financial and administrative functions and also serves as the face of the organization, welcoming and supporting visitors through the full array of interactions with Norman Bird Sanctuary. The position is responsible for managing business functions, financial reporting, accounting, Welcome Center reception and staffing, Owl Shop, office equipment, as well as all administrative duties to keep the organization running smoothly and efficiently for staff and visitors. This position supports budgeting, compliance, and human resources operations.

Responsibilities
Specific responsibilities and duties include:

Administration
- Greet and orient visitors to trails and property resources
- Answer and process phone inquiries and manage organizational voicemail
- Manage weekday and weekend reception and ambassador staff; recruit, train and supervise front desk staff and volunteers
- Collect entrance and membership fees and track visitor data and other pertinent data
• Close out the register daily, compile transactions for bank deposit and financial postings
• Manage inventory and purchasing for the organization’s office supplies (paper, toner, etc.)
• Ensure smooth operation of office equipment (copier, fax, POS, etc.)
• Manage external vendors for office equipment and coordinate IT support.
• Manage mail and bulk mailing account
• Manage cash drawer and any petty cash and refill as necessary
• Maintain awareness of staff and program schedules for inquiries, equip reception staff with external-facing information so that they can support inquiries from the public and members
• Open, scan and distribute incoming mail and scan outgoing mail
• Maintain rigorous electronic and hard copy filing system for all office communications
• Assist with the electronic and hard copy filing of Board and Committee meeting materials and minutes
• Update the constituent/donor database; perform data entry of constituent and financial information; coordinate to help import online giving and registration data from programs and events
• Manage daily opening and closing functions for the Welcome Center and the campus; ensure visitors’ understanding of hours of operations and rules for behavior.

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

Bookkeeping and Financial Management
• Process bill and other payment requests and issue checks
• Maintain rigorous electronic and hard copy filing system for all financial transactions
• Process financial information into QuickBooks bookkeeping system
• Input payroll data bi-weekly into QuickBooks
• Reconcile bank and investment statements, credit card accounts
• Provide accurate and timely financial recordkeeping and reporting in compliance with generally accepted accounting principles with assistance from consulting CPA
• Assist with Donor Perfect and QuickBooks reconciliations
• Submit sales tax reports and annual reconciliation
• Prepare materials needed for annual tax document for CPA consultant
• Assist with information gathering for Annual Audit by CPA consultant
• Provide financial and operational oversight to ensure smooth, transparent collaboration and communication across the organization
• Assess cost-effective enhancements to Norman Bird Sanctuary’s administrative systems to improve the organization’s productivity, effectiveness, and security
• Update business manual
• Process staff payroll
• Maintain accurate personnel records
• Provide support to all employees regarding employment and benefit issues
• Prepare quarterly financial reports and reports for Board and Committee meetings
• Support Finance Committee meetings

Position Details
This is a full-time position, 40 hours per week (9:00 a.m. to 5:00 p.m.), Monday through Friday. Occasionally requires evening and weekend work. The position is at-will, salaried, with full benefits. The salary is commensurate with experience. Norman Bird Sanctuary is an equal opportunity employer and encourages applicants of all genders, race, ethnicity, sexual orientation and persons with disabilities to apply.

Qualifications
Strong experience with QuickBooks and Microsoft Office required, particularly Word and Excel. Experience managing fundraising databases (DonorPerfect) and office systems strongly preferred. Bachelor's degree and three years of office management work experience preferred.

Application Submission
Please send cover letter, resume, and two references to tborden@normanbirdsancuary.org
Open until filled.