**San Antonio River Foundation**

**Job Description**

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**Front Office Manager**

**DEPARTMENT:** General Staff

**EXEMPT(Y/N):** No

**REPORTS TO:** Executive Director

**MEETING PERFORMANCE EXPECTATIONS**

*To perform this job successfully, an individual must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**SUMMARY:**

**This position will provide daily office management to a dynamic, established, environmentally focused office. The focus will be on managing the front office, creating and establishing office management best practices, and assisting the Executive Director in advancing the mission and goals of the San Antonio River Foundation.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

* Must be well-organized and manage time efficiently with little supervision.
* Must have ability to exercise initiative, judgment, tact, and diplomacy in a variety of public contact situations.
* Coordinates and executes administrative tasks such as answering the phone, banking processes, mail management, calendar coordination, and the managing and ordering of office supplies.
* Assists the Director of Program and Outreach on the development of media, marketing materials, announcements, and photo opportunities.
* Timely responds to inquiries from the public about special events, including assisting with media requests.

**Administrative Tasks:**

* Provides administrative assistance to the Executive Director.
* Responsible for all internal communications and meeting logistics for Board and Committee meetings (invitations, attendance, conference room logistics, etc).
* Creates, prepares, and distributes meeting minutes and supporting documents.
* Coordinates guest lists, food service and menu arrangements, event layout plan, and decorative table set-up and staffing for special events.
* Demonstrably facile with contemporary computer systems and software suites.
* Coordinates production and distribution of print materials for donor/sponsor/and participant solicitations.

**Social Media Management:**

* Provides input, strategy, and content on all Foundation social media channels.
* Assists with development of new opportunities to build community awareness.

**Donor Management System Coordination**

* Maintains donor records, processes new donors, and manages donor interactions.
* Collects donor statistics data and pro-actively studies trends to generate donor reports.
* Develops creative ways to recognize, support and benefit donors.
* All other duties assigned.

**The absence of specific statements of duties does not exclude those tasks from the position if the work is similar, related, or a logical assignment of the position. QUALIFICATION REQUIREMENTS**:

*The requirements listed below are representative of the knowledge, skill and/or ability required to successfully perform the essential functions of this position.*

**SUPERVISORY REQUIREMENT:**

This position does not directly supervise any employees.

**EDUCATION and/or EXPERIENCE:**

An Undergraduate Degree from an accredited college or university in Marketing, Business Management, Non-Profit Management, Communications, or a relevant discipline with at least (1) one year of office management or any combination of experience and education that results in the required knowledge, skills, and abilities is required.

**SPECIAL QUALIFICATIONS:**

Thorough knowledge of principles and practices of office management; ability to analyze problems, develop and implement solutions; ability to manage multiple tasks and priorities simultaneously in a fast paced environment and produce the desired results; ability to use sound judgement to make decisions in a changing environment and to proactively anticipate future needs; computer proficiency in the current Microsoft Office package is required.

Must have and maintain a valid driver’s license and an insurable driving record.

**LANGUAGE AND REASONING SKILLS:**

Ability to provide excellent customer service; ability to understand written or oral instructions; read, analyze and interpret documents, instruction manuals, policies, and procedures is essential. English language proficiency required, Spanish language proficiency appreciated. Excellent communication skills (both oral and written) are required to effectively present information in a one-on-one, small or large group setting. Strong interpersonal skills are essential to maintain effective working relationships with elected officials, agency representatives, civic groups, employees, and members of the general public. The ability to work effectively and efficiently, under occasionally stressful conditions (to ensure deadlines are met) is essential.

**PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Work is largely sedentary; must be able to sit and stand for extended periods of time and intermittently walk, climb, balance, bend, crouch, and reach while performing office duties. Regularly and safely lifts, carries, and handles supplies and equipment weighing at least 20 pounds. Occasionally lifts and carries up to 30 pounds approximately 15 feet.

**WORKING ENVIRONMENT:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Work is typically performed in a well-lit and adequately heated and ventilated office environment and requires observance of safe work practices, fire regulations, and avoidance of falls, trips, and similar office work hazards. Occasionally, work is performed outdoors when visiting work sites and projects.

The stress level for this position is moderate. Must be able to perform in a small but highly professional team oriented environment.

Must be able to function in a principle-based organization that has a culture built on character moving the mission and vision of the San Antonio River Foundation forward.

 04.10.2019

Approved Date