

PlantAmnesty▲▲▲

Office Manager Job Description

(Reports to Executive Director)

If you are interested in this position, please contact the Executive Director at executivedirector@plantamnesty.org

Telephone & Email

- Answer phones and respond to general and referral service inquiries.
- Maintain main voicemail line.
- Maintain office phone system.
- Maintain primary email (info@plantamnesty.org) and office manager email, respond to general inquiries and forward other enquiries as needed.

Mail

- Deliver outgoing mail to the post office.
- Pick up, open, and distribute incoming mail (at least twice a week).
- Purchase stamps for office use.
- Maintain an up-to-date postage tracking sheet for bulk mailings and deposit money into the USPS accounts as needed.
- Process new memberships and membership renewals received by mail.

Electronic File Maintenance

- Digitize present and historical files.
- Maintain cloud-based storage & access.
- Maintain all documents (paper and electronic) in an organized fashion.

Website & Databases

- Maintain website (WordPress proficiency needed), regularly updating with new information.
- Maintain membership database on website (Excel proficiency needed).
- Maintain donor database.
- Serve as primary contact with webhosting services.
- Manage on-line registrations for workshops, classes & events.
- Ensure that new memberships and membership renewals are processed appropriately.
- Create and update databases for renewals, meeting notices, annual appeal, newsletters, Constant Contact emails, and others as needed.

Referral Service

- Respond to Gardener and Arborist Referral Service phone calls and emails (some emails may be forwarded to referrals@plantamnesty.org) and make appropriate referrals.
- Respond to Adopt-A-Plant inquiries and post listings to the website.
- Submit a quarterly Adopt-A-Plant list for the newsletter.
- Respond to requests for inclusion into the Gardener and/or Arborist Referral Service.
- Administer the gardening exam to potential new members to the Gardener Referral Service. Grade exam and facilitate the on-boarding of new Gardener Referral Service members.

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- Coordinate endorsement and acceptance to the Arborist Referral Service for new arborists.
- Manage Referral Service accounts and receivables in conjunction with Bookkeeper.
- Maintain communication with all members of the Referral Services.
- Attend and assist with Arborist and Gardener programs as needed.

Office

- Purchase office supplies as needed.
- Ensure all office equipment (printers & computers) are in proper running order and troubleshoot as necessary.
- Process and ship merchandise and book orders.
- Create and update email databases for renewals, meeting notices, annual appeal, newsletters, Constant Contact emails and others as needed.
- Maintain donor database and send out thank you letters/tax receipts.
- Maintain PlantAmnesty calendar.
- Maintain YouTube, Facebook, Twitter, Instagram, Wikipedia and all other social media sites.
- Maintain in-house photo database of all classes, workshops and/or events.
- Maintain data base of all incoming funds (fees & donations). Prepare a weekly report for the Bookkeeper.
- Prepare a weekly report of all incoming Square Up funds for the Bookkeeper.
- Assist Executive Director with membership and donation drives. Prepare a database for all mailings.
- Assist Executive Director with the creation of the Annual Report.
- Assist Executive Director with grant submissions.
- Support Programs Manager when needed.
- Support Executive Director when needed.

Master Pruner

- With the Programs Manager, maintain all relevant volunteer and Master Pruner records and documents in an organized fashion.
- Create Master Pruner graduation certificates and cards.
- Create Spanish Workshop completion certificates and cards.
- Record and process all membership fees and incoming funds from Master Pruner Classes & Workshops. Prepare and submit a report to the bookkeeper.

Newsletter

- Forward any prospective stories, photos and/or ideas to the newsletter editor.
- Write articles for newsletter as requested by newsletter editor.
- Communicate with potential newsletter advertisers.
- Edit newsletter as required by editor.
- Condense final newsletter format for uploading onto the website

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- Parse educational articles from the newsletter and add to the PlantAmnesty website resource library.

Board

- Prepare and distribute monthly board packets four days prior to each meeting.
- Prepare and distribute yearly board notebook to all board members and Executive Director.
- Report membership status monthly to the board.
- Report referral service requests, and social media activity monthly to the board.
- Report office activities monthly to the board.
- Reserve the yearly Board Retreat venue as requested by the board.
- Ensure that the Board Retreat information is communicated to all attendees.
- With the boards' input, arrange for the creation of yearly awards that will be presented at the December meeting.
- Update and maintain awards database.