



## Position Description

- Position Title:** Office Manager
- Reports to:** General Manager, Horticulture Centre of the Pacific (HCP)
- Start Date:** Immediately
- Hours:** 30hr/week (Wed - Sat)
- Rate of Pay:** experience dependent

### General Accountability

The Office Manager is responsible for the effective and efficient operations of the day to day operations of the HCP office. He/she will work within a team of staff and volunteers; ensuring sound administrative policies, systems and practices; effectively managing the HCP's infrastructure; and providing excellent visitor services.

### Duties and Responsibilities

#### Administrative Systems and Data Base Systems

- Ensures the HCP has efficient, effective and well documented systems and procedures to oversee the operational day-to-day duties in the office.
- Maintains effective document management archives.
- Donor/Membership Database management, thank you letters, follow up, mail outs etc.

#### Supply and Inventory Management

- Manages and controls the ordering of office and other supplies required by the HCP, e.g., textbooks, cleaning supplies, etc.
- Maintains proper inventories of supplies with effective resupply processes.
- Manages and controls the ordering for the gift shop.
- Collects market data of garden admission, membership, and tours.

#### Computer Systems and Networks

- Ensures the HCP has effective computer systems and networks to support its business needs.
- Ensures the HCP has effective reliable networks, including Wi-Fi accessible to staff and students.



## **Communications**

- Participates in the development of effective communications strategies and plans to build community awareness and support of the HCP.
- Manages the production of marketing materials, e.g., brochures.
- Supports the production of management reports for management and the Board of Directors, e.g., Annual Reports, monthly operational reports.
- Engages and manages social media with website updates; Instagram, Facebook
- Develops and sends out the ENews to members.

## **Skills & Abilities**

Looking for an individual who possesses the skills to interact comfortably, diplomatically, and professionally with a variety of clientele. This individual would have the following:

- Strong written, verbal communication and interpersonal skills and the ability to work effectively with a wide range of stakeholders.
- Excellent computer skills, including MS Office, website management and social media.
- Ability to promote, negotiate, prioritize, multi-task and work in a fast-paced environment, being a champion in high quality customer service.
- Detail-oriented, organized and creative.
- Must be a team player, good listener and thrive under pressure.
- Ability to work independently and effectively in a team environment.
- Strong time management skills.
- Flexibility in hours and work days is essential.
- Not For Profit experience an asset.

## **Education & Certificates**

- High School Diploma.
- Knowledge of sound office administrative policies, processes and practices.
- Preferably a post secondary degree or diploma in Business Administration or equivalent an asset.
- Office management certificate or associated courses an asset.

## **Experience**

- Minimum 3 years experience as an office manager or similar position.
- Working in the not-for-profit sector.
- Administrative policy and procedures development.