



Office Manager Job Description

About the Community Sailing Center (CSC)

Our mission is to encourage and celebrate the responsible use and long-term stewardship of Lake Champlain by fostering educational and recreational opportunities for all members of our community. The Community Sailing Center is unique. We are sailors, paddlers and recreation enthusiasts who share a deep passion for Lake Champlain because we live near and recreate in it regularly. We believe everyone deserves to play on, learn from and ultimately take care of Vermont's greatest natural resource, Lake Champlain.

The CSC is located on the waterfront in Burlington, VT and has been operating for over 20 years. As the only Community Sailing Center in the state, the CSC offers a variety of programs for youth, adult, students, and the visiting sailing and paddling enthusiast. We also host several Signature events each year bringing the community together to celebrate the Lake. CSC's diverse programs range from recreational to racing, accommodating every sailor. Our fleet is composed of Open Bics, Hartley 10s, 420's, Lasers, Sonars, Rhodes 19s, Stand Up Paddleboards, kayaks and canoes.

Beyond working at the CSC, Burlington has numerous opportunities to offer. There are several yacht clubs in the nearby towns providing racing almost daily on dinghies and keelboats. Lake Champlain is a destination for larger regattas each summer as well. If sailing in your free time isn't for you there are numerous opportunities to get outside from hiking mountains to beautiful swimming holes and biking trails there is something for everyone. Downtown Burlington is just minutes away from the CSC and supports a lively music scene with a multitude of delicious local food eateries.

Overview

The Office Manager (OM) will be responsible for the office coordination staff and the overall functionality of the front desk, office and point of sales system. The OM will be responsible for maintaining a system of records and providing office support to all programs and participants. The OM will be in contact with CSC participants and therefore must be friendly, courteous, and knowledgeable of the rules, regulations and operations of the Center. Good organizational skills are required and the ability to multi-task and work in a fun, fast-paced environment. This is a fantastic opportunity for someone looking to increase their managerial skills and database experience.

Reports to: Operations Director

Classification: Full Time

Pay: Salaried; pay commensurate with experience; health and dental insurance, 401K retirement plan

Qualifications

1. Strong personal initiative to self-manage, prioritize tasks, and complete assigned projects.
2. Strong organizational and computer skills.
3. Proficiency with Microsoft Office and G-Suite, building spreadsheets, and working with databases.
4. Up to date certifications in or willing to obtain: CPR & First Aid, CDC Concussion Training and SafeSport Training.
5. Previous staff management experience.
6. Proven capacity to learn new skills and aptitude for critical thinking.
7. Experience in working in a fast paced customer facing environment.
8. 1-3 years' experience in an office setting.



Responsibilities

Office Administration

1. Support Operations and Program Director with:
 - a) Providing administration for all courses including maintaining class lists, class information for instructors, and completion of paperwork.
 - b) Maintaining systems for completion of proper registration forms, paperwork, feedback and all client information.
 - c) Providing accurate records of all transactions and customer information with daily/weekly/monthly reports.
 - d) Cash receipts management and reconciliation.
2. Maintain and develop current records in relation to all program and service areas.
3. Provide a high level of customer service with all organizations, partners and clients.
4. Support event coordination and execution through registration, scheduling and resource management.
5. Manage and maintain inventories of office supplies, materials, merchandise, etc.
6. Update and ensure the accuracy of the organizations databases.
7. Provide organization wide administrative support to all staff and program areas.
8. Develop, manage and maintain front desk systems for client interaction including in person, phone and email correspondence.

Staff Supervision

1. Ensure the front desk and waterfront is adequately staffed by managing office and waterfront coordinator schedules.
2. Supervise and support coordinator staff, expecting high individual growth, quality and effort.
3. Responsible for delegating work load and making sure the duties of the coordinators are performed as required.
4. Attend all staff meetings; work with Directors to address concerns/issues with staff.
5. Plan and run weekly coordinator staff meetings with Waterfront Manager
6. Train coordinators in Sailing Center office systems, procedures, and skills.