



community sailing center
lake champlain ; burlington vermont

Office Manager Job Description

Overview

Community Sailing Center (CSC) is seeking an Office Manager to sustain and improve administration of the CSC's programs, events, and front office. The CSC's 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, regardless of age, gender, race, physical ability, or financial means.

The Office Manager (OM) is responsible for the coordination of customer service staff, the overall functionality of the front desk, administrative offices, and transactional functions. The OM will be in contact with and oversee staff who interact with CSC participants and therefore must be friendly, courteous, and knowledgeable of the rules, regulations, and operations of the Center. The OM maintains records and registration for CSC programs and events. The Office Manager is also responsible for promotion, operation, staffing, and administration of facility rentals. The ideal candidate possesses good organizational skills, exceptional dedication to customer service, and the ability to multitask and work in a fun, fast-paced environment. This is a fantastic opportunity for someone looking to increase their managerial and organizational skills, database experience, while enjoying the benefits of working on Burlington's waterfront.

Reports to: Operations Director

Classification: Full Time

Pay: Salaried; pay commensurate with experience

Qualifications

1. Strong personal initiative to self-manage, prioritize tasks, and complete assigned projects.
2. Strong organizational and computer skills.
3. Proficiency with Microsoft Excel, building spreadsheets, and working with databases.
4. Proven capacity to learn new skills and aptitude for critical thinking.
5. Previous staff management experience.
6. Experience working in a fast-paced, customer-facing environment.
7. Required to be available evenings and weekends as needs arise.

Responsibilities

Office Administration

1. Creates and manages registration for all classes, camps and CSC events
 - a) Providing administration for all courses, including maintaining class lists, class information for instructors, and completing paperwork.
 - b) Maintaining systems for the 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.
2. Maintain general communication with customers, community and staff.
3. Provide a high level of customer service to all organizations, partners, and clients.
4. Assist with all special events and programs.



Staff Supervision

1. Responsible for Hiring and Managing office and event coordinators as needed.
 - a. Ensure the front desk and facility is adequately staffed by maintaining seasonal schedules.
 - b. Supervise and support staff, expecting high individual growth, high levels of safety, and quality and effort.
 - c. Responsible for delegating workload and making sure the duties of the coordinators are performed as required.
 - d. Train coordinators in CSC office systems, procedures, and skills.
2. Attend all staff meetings; work with Directors to address concerns/issues with staff.
3. Work with the operations team to create volunteer schedules and hours tracking.

Data Management

1. Cash receipts management and reconciliation.
2. Track program feedback and compile reports for the Program Team.
3. Maintain financial and registration records.
4. Create a yearly report on CSC outcomes and trends.
5. Other daily/monthly/ yearly reports as needed to support CSC staff and grants.

Facility Rental Management

1. Develop annual pricing plan, marketing strategy, outreach/business partnerships, and asset acquisition.
2. Meet with prospective clients, communicate rental details, negotiate, and manage transactions.
3. Schedule necessary front desk and facility staffing to accommodate client requests.
4. Maintain vendor relationships and serve as a communication liaison during, before, and after events.
5. Be physically present during evening or weekend events as necessary.
6. Initiate and follow up on client billing.