



Title: Office Manager | FSLA Status: Exempt

About Big Brothers Big Sisters of East Tennessee

Big Brothers Big Sisters of East Tennessee defends potential in children through strong and enduring, professionally supported one-to-one relationships that change lives for the better, forever. Children and youth enrolled in the program achieve measurable outcomes, including educational success, avoidance of risky behaviors, higher aspirations, greater confidence, and better relationships. This mission has been the cornerstone of the organization's 47-year history in the Knoxville area. The team is fun, hard-working, and immensely dedicated to our mission.

Job Summary

The office manager is a key support to BBBS-ETN's CEO, CDO, and Program Director. This position performs duties related to financial records administration, board support, human resources, and office management. The office manager also provides administrative support to the agency staff.

Essential Functions

1. Performs accounts payable and accounts receivable record-keeping duties.
2. Administers payroll functions through appropriate vendors.
3. Prepares monthly revenue/expense reports and other documentation related to board meetings, United Way allocation requests, BBBS of America affiliation, and charitable solicitations.
4. Conducts other activities relating to financial record-keeping including making deposits, assisting auditors, reconciling bank accounts, and tracking petty cash.
5. Prepares documentation related to donations, events, and applications.
6. Assists in planning, as requested, and participates in events held for volunteers, donors and clients.
7. Assists in budget preparation for fiscal year.
8. Attends all board of directors meetings, arranging logistics and keeping minutes.
9. Assist CEO with meeting scheduling, agenda preparation, and special projects, as assigned.
10. Performs human resources functions such as maintenance of personnel files and assists in coordination of personnel benefits information/services.
11. Alongside development team, manages communications to donors and sponsors.
12. Coordinates office maintenance, IT, and supply needs.
13. Assists Chief Executive Officer with daily operations of agency.
14. Additional duties as assigned.

Additional Responsibilities

1. Prepares financial reports.
2. Participates in all fundraising events.
3. Fulfills administrative and other duties as assigned.
4. Some night and weekend work.

Knowledge, Skills, and Abilities

1. Knowledge of appropriate office software and CRM applications, including QuickBooks, Excel and data management systems (Neon, Salesforce, etc.).
2. Commitment to world-class customer service.
3. Knowledge of agency procedures and terms
4. Strong written and oral communication skills.
5. Ability to coordinate and monitor a high level of activity as demonstrated under a variety of conditions and constraints.
6. Ability to comprehend complex instructions and respond effectively as well as perform basic arithmetic accurately and quickly.
7. Exquisite organizational and time management skills.
8. Team-oriented spirit and sense of humor.

Physical Requirements

This job requires frequent sitting, standing, and walking.

Training and Experience

BS degree in accounting or business administration preferred. Previous office and/or administrative support experience desired.

Reports to

The Chief Executive Officer

Position Contacts

Internal contacts include agency staff and agency Board of Directors. External contacts may include volunteers, donors, vendors, and outside auditors.

Supervisory Responsibilities

This position might manage volunteers or other part-time employees.

To Apply

To apply, send cover letter and resume to Recruiter@ShaferHRSolutions.com. Please include "Big Brothers Big Sisters Office Manager" in the subject line. Applications will be accepted until the position is filled.