



JOB TITLE: Office Manager
REPORTS TO: Chief Executive Officer
FLSA STATUS: Exempt
LOCATION: Knoxville, TN

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 52-year history in the Knoxville area. The team is fun, industrious, and immensely dedicated to our mission.

Job Summary

The office manager is a key support to BBBS-ETN's CEO, CDO, CPO, and Director of Operations. 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. Assists Director of Operations with preparing monthly revenue/expense reports and other documentation related to board meetings, United Way allocation requests, BBBS of America affiliation, and charitable solicitations.
3. Conducts other activities relating to financial record-keeping including making deposits, paying vendors, and tracking petty cash.
4. Assists CDO with preparing documentation related to donations, events, and applications.
5. Assists Director of Operations in budget preparation for fiscal year.
6. Attends all Board of Directors meetings, arranging logistics and keeping minutes.
7. Assists CEO with meeting scheduling, agenda preparation, and special projects, as assigned.
8. Alongside development team, manages communications to donors and sponsors.
9. Assists Director of Operations with human resource functions such as maintenance of personnel files and coordinating personnel benefits information/services.
10. Coordinates office maintenance, IT, and supply needs.
11. Assists CEO with daily operations of agency.
12. Fulfills administrative and other duties as assigned.

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. Organizational and time management skills.
8. Team-oriented.

Physical Requirements

This job requires frequent sitting, standing, and walking.

Training and Experience

Previous office and/or administrative support experience desired. Light bookkeeping experience required.

Position Contacts

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

Equal Employment Opportunity

It is the policy of Big Brothers Big Sisters of East Tennessee to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSETN may change the specific job duties with or without prior notice based on the needs of the organization.

To Apply

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