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| <b>JOB TITLE:</b> Office Manager (PT)                   | <b>FLSA:</b> Non-Exempt                       |
| <b>DEPARTMENT:</b> Executive                            | <b>LOCATION:</b> Newark Resource Center (NRC) |
| <b>REPORTS TO:</b> VP of Governance & Office of the CEO | <b>DATE:</b> August 2022                      |

As Girl Scouts, we are committed to the mission of the organization. Our core values guide us in our everyday actions as we strive to fulfill the mission. We uphold these core values in our own work and promote them to our volunteers. They represent what we believe in, what we stand for, and how we approach everything we do. All staff at Girl Scouts of the Chesapeake Bay Council (GSCB) are expected to uphold the values that drive our goals and make delivering the Girl Scout mission possible: Collaboration, Authenticity, Innovation, Relationships & Stewardship.

### Job Summary

The Office Manager will ensure that day-to-day office and building operations run smoothly and efficiently. The Office Manager must be able to interact with all staff, volunteers, and vendors, respond well under pressure, be resourceful and efficient, and maintain a high level of confidentiality. The Office Manager must also have excellent written and verbal communication skills, strong decision-making skills, and strong computer (Microsoft Office Suite), internet, and technical skills.

### Essential Responsibilities

- Serve as Council liaison and point of contact for all vendors (information technology, HVAC, janitorial, security, snow removal, telephone, lawncare, etc.) and coordinate vendor and maintenance visits for the Newark Resource Center (NRC).
- Troubleshoot and resolve onsite equipment issues (i.e., printers, postage machine, etc.).
- Maintain and issue security level building access to employees and volunteers.
- Liaise in partnership with the maintenance team to ensure Council-owned vehicles are cleaned, maintained, and registered.
- Monitor incoming mail and package delivery and assure that items are distributed and/or recipients are informed.
- Maintain office supplies inventory and place orders.
- Provide ongoing administrative and virtual platform support (Zoom, Teams, etc.), when required.
- Keep abreast of current trends and the latest technological advances.
- Maintain confidentiality of highly sensitive information.
- Perform all other duties as assigned.

### Competencies and Skills

- Excellent oral, written, and interpersonal communication skills.
- Excellent organizational and time management skills.
- Self-motivated with the ability to thrive under pressure.
- Strong problem-solving and decision-making skills.
- Detail-oriented with strong critical thinking skills and sound judgment.
- Ability to work in a dynamic, fast-paced environment and flexibility to handle multiple tasks simultaneously.
- Ability to work with limited supervision and drive work forward autonomously.
- Ability to develop goals, prioritize workload, and achieve outcomes with limited supervision.
- Ability to multi-task, meet deadlines, and facilitate projects to their completion autonomously.
- Ability to respond effectively to changing workloads and priorities with decorum.

- Ability to maintain strict confidentiality with a high degree of discretion.
- Knowledge of administrative tasks and responsibilities.

**Work Environment**

GSCB service area covers 14 counties in Delaware and the Eastern Shores of Maryland and Virginia. GSCB operates offices in Newark, DE, and Salisbury, MD: and maintains camp properties in Hockessin, DE, Earleville, MD, Denton, MD, and Fruitland, MD. The job is performed at our Newark office (NRC). However, training or work events may be held at other locations.

**Required Education and Experience**

- Associates degree in business administrative/office management.
- 2-5 years of work experience in an administrative/office management role.
- Strong proficiency in Microsoft Office Suite, including Outlook, Power Point, SharePoint, Word, and Excel.

**Additional Qualifications**

- Must have a demonstrated commitment to diversity, equity, and inclusion (DEI).
- Ability to work well as a part of a team with a service mindset.
- Positive and professional attitude at all times.
- Excellent customer service skills.
- Well-disciplined and self-starter.
- Willingness to learn and/or ask for support.

**Direct Reports**

- N/A

**The Following Requirements Apply to All Positions**

- Become a registered member of the Girl Scouts of the United States of America. Have working knowledge of the Girl Scout philosophy and program and be committed to the Girl Scout mission.
- Cope with stressors and demands that are associated with the job and/or the work environment so that acceptable and defined levels of performance and overall contribution are maintained. While all jobs involve dealing with stressors, the stressors may vary job to job.
- Adaptable and flexible work environment including but not limited to working additional hours as business needs may require, handling more than one task concurrently and easily adapting to new assignments, systems, and processes.
- Possess a valid Driver's License, current insurance, and regular access to a reliable vehicle.
- While all these continuing responsibilities apply to all jobs in Girl Scouts, the specific ways in which they apply may vary from job to job.

Girl Scouts of the Chesapeake Bay is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment on the basis of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability, or any other federal, state, or local protected class.