Office Manager

Reports To: Executive Director | Job Type: Part-Time (up to 25 hours/week)

Position Summary

The Office Manager serves as a key administrative support role, ensuring the smooth day-to-day operations of our nonprofit office. The Office Manager is responsible for managing core business functions, maintaining office organization, and facilitating clear communication with our community, parents, and participants.

Key Responsibilities

- **Front Office Administration:** Serve as the primary point of contact for the office by answering phones and greeting visitors at the door.
- **Operations & Records Management:** Manage show licensing contracts, oversee the cash box and Starting Cash/Change Bag, process cash and check deposits, record and deposit show income after events, maintain official records and documents and ensure that the organization is in compliance with applicable federal, state and local laws, handle physical and digital document management, and input data into our donor database.
- **Program Registration:** Manage participant registration for all ARIEL programs, including creation of registration forms on Google and tuition payment forms on Zeffy, and collection of payments; ensure clear and timely communications with participant families, production, and executive staff as needed.
- **Program Preparations:** Manage organizational forms and documents for all programs, including sign-in sheets, name tags, parent meeting packets, order forms, volunteer sign-up sheets, and digital merchandise forms on Zeffy; coordinate with the director to create program calendars, and distribute program schedules and “Looking Ahead” letters to participant families.
- **Marketing & Materials Coordination:** Create and print performance programs, and coordinate marketing materials, including posters, 4-ups, t-shirt designs, and logos.
- **Season Preparation:** Handle annual preparations for the upcoming season, including creating Tix events for each performance, season calendars, creating

and assembling public and staff season information, creating BOGO and Comp tickets for all productions, and updating the Season Data Archive.
- **Compliance & Security:** Coordinate and run background checks to ensure the safety of our youth programs.
- **Communications Support:** Assist in drafting and preparing content for press releases, social media, the newsletter, and the website; construct and send Constant Contact emails; and coordinate with the Social Media Manager on event coverage.
- **Supplies & Logistics:** Oversee the ordering of office supplies, liaise with our in-kind printer for all printing orders, and manage the pickup of finished materials and other donations.
- **Facilities Coordination:** Schedule and coordinate basic building and systems maintenance as needed, including lift maintenance and licensing.
- **Security & Facilities Oversight:** Oversee security system maintenance and testing, and manage parking and other local permits.
- **Event Coordination:** Assist with daily lobby preparations, including setting up for rehearsals and keeping the lobby clean and ready for the public; set up decor for show openings; and relay information to and assist the Volunteer Coordinator.
- **Platform Management:** Manage organizational accounts and online platforms, such as point of sale and donor systems.
- **HR & Payroll Support:** Prepare Independent Contractor agreements and process related payments, ensure required employee informational postings are current each year, track completion of mandatory anti-harassment training

Qualifications & Skills

- **Administrative Proficiency:** Strong organizational skills with experience in office management, data entry, and basic bookkeeping
- **Communication Excellence:** Excellent written and verbal communication skills, with experience drafting professional content for multiple platforms
- **Reliability & Organization:** Ability to manage a variety of overlapping projects/tasks/programs, manage sensitive documents, and maintain orderly office systems
- **Interpersonal Skills:** Friendly, professional demeanor suitable for a public-facing role
- **Background Check:** Must pass a criminal background check to ensure youth safety

Working Conditions

- Requires the ability to work in an office environment, manage physical files and supplies, and occasionally visit local vendors (e.g., printer)
- Requires reliability and punctuality during business hours, with potential for some flexibility based on office needs