



Position: **OFFICE MANAGER**  
Classification: **Regular Part-Time, Non-Exempt**  
Reports to: Senior Director, Growth & Philanthropy  
Effective Date: January 2022

### *Job Description*

#### **Summary/Objective**

The Office Manager is responsible for the day-to-day operations of the Festival Napa Valley (FNV) office – both remote and on-site, as applicable – ensuring efficient and effective operations. The Manager also acts as the first point of contact answering the main phone line and front desk, providing basic guest services, and directing calls, as well as ticket sales support during the summer season. The Manager provides accounting support with specific ongoing tasks as well as assisting with individual projects as the need arises. The Manager provides administrative support to the senior-level FNV directors. The staff is currently working remotely, however, at a minimum, this job would be on-site and in-person for the months of May-July.

#### **Essential Duties and Responsibilities: Office Management and Administration**

- Serve as Office Manager for FNV's Napa office – a remote office, physical office, and hybrid office, as applicable.
- Organize and oversee Google Shared Drive file storage; work to increase access to archived materials, ensure all staff is consistently and correctly using Drive for current document storage with access available across the FNV team.
- Coordinate contracts with office vendors (IT, Comcast, PG&E, janitor, subscription software, Zoom)
- Oversee equipment inventory and ordering of office supplies, as needed.
- Manage phone systems including main phone line and main email inbox, replying to or forwarding emails and phone messages as needed.
- Provide support processing ticket orders online, over the phone and in person including at onsite box office operations during the summer season

- Manage FNV's teamwide and department meeting schedules and send out virtual meeting invites.
- Routinely check PO Box (located in downtown Napa) and hold one of the PO Box keys. Distribute mail by forwarding, scanning, or leaving in drop boxes.
- Maintain an inventory of and log for office keys – distributing and collecting as required.
- Act as point person for staff support regarding IT issues, equipment maintenance, etc.
- Act as the face of the festival when the office is open to the public.
- Provide administrative support to FNV Directors on an as needed basis.
- Support inventory control of items in off-site storage (located in Napa) and retrieval of items as needed.

### **Accounting Support**

- Act as the first stop for incoming invoices, pair invoices with contracts, forward to appropriate staff for approval, then send to accounting for payment.
- Facilitate a move to bills.com. Take charge to learn the system and train the FNV team in order to streamline the invoice payment process and improve the record of communication.
- Facilitate check deposits, scan and upload copies of checks, accompanying letters and deposit slips to appropriate folder and notify donation managers when relevant.
- Assist with reviewing and auditing expense reports prior to submission to accounting.
- Assist with hourly employee timecard auditing prior to submission to accounting to ensure employees are paid accurately. Review timecards with employees when necessary.
- Support accounting in the digital organization of financial records required during annual audits
- Provide additional basic bookkeeping assistance to accounting as needed.

## **Knowledge, Skills and Abilities**

- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Solution oriented; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.
- Strong ability to balance team and individual responsibilities; collaborates with other departments within the organization as well as external partners; supports goals and objectives of all involved.
- Maintains a high level of professionalism. Reacts well under pressure and in a fast-paced environment; treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Proficient in multiple software and database systems including Salesforce and MS Office Suite of products.
- Familiarity with basic bookkeeping practices and standard recordkeeping protocols.
- Reliable, trustworthy, and responsible.

## **Position Type/Expected Hours of Work**

This is a part-time position requiring 20-30 hours a week. The position allows for some flexibility with a schedule that provides partially set availability during general hours of work and days, Monday through Friday, 9:00 a.m. to 4:00 p.m. Seasonal peaks should be expected from March through July annually.

## **Education and Experience**

3-5 years of related experience required.

Prior experience working in a professional office environment is required.

Associate's or Bachelor's degree in a related field preferred.