

# Alaska Botanical Garden

**Job Title:** Office Manager  
**Supervisor:** Executive Director  
**Position Type:** Year-round, Full-Time, Non-Exempt  
**Wage:** \$18.00-21.00 DOE

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## **Duties and Responsibilities**

Join our dynamic team and become part of an amazing community of staff, volunteers, members and donors. The Office Manager must be able to organize and prioritize work. The Office Manager must work independently and collaboratively as part of a team on multiple projects. This position manages all aspects of member, donor and visitor services including communications, event planning, and database management. It is responsible for oversight of the ABG office, including reception, facility rentals, retail and visitor revenue. The Manager also provides support to the Executive Director (ED), Board of Directors and other staff. This position description in no way implies that these are the only duties to be performed by the employee in this position. Employees may be required to perform other duties upon the request of the Executive Director.

## **Office Management:**

1. Assists the Executive Director with administrative tasks and special projects as directed by the ED and oversees reception, including telephone, e-mail/mail, and walk-ins. Supervises office volunteers.
2. Provides office support (mail handling, answering phones, keeping phone message current) in addition to supporting the ED, education staff, horticulture staff, and providing direction to volunteers. Maintains ABG staff and events calendar.
3. Records and distributes meeting minutes from staff meetings, board and committee meetings as needed.
4. Coordinates office equipment repairs as needed with other staff or outside contractors.
5. Responsible for bookkeeping associated with daily deposits (donors, members, visitors, event ticket sales and retail sales).
6. Ensures that ABG publications are current and in-stock including calendars, tour maps, rack cards, and event flyers. Keeps ABG kiosk and downtown visitor center stocked with publication materials.
7. Acts as the point person for facility rentals and group tours. Works with the Volunteer Coordinator and Garden & Facility Manager as needed to support tours and facility rentals.
8. Manages ABG raffles, gaming permit, records and deposits.
9. Routes information requests from the public, tourists, and media contacts to the appropriate staff person. Provide information for visitors and groups as requested.
10. Board liaison. Includes preparation of Board meeting documents as needed.
11. Actively participates in staff and board/committee meetings as requested by the Executive Director.
12. Collaborates with staff and the Executive Director RE: staff coverage for visitor services, events and rentals,
13. Other duties as assigned by Executive Director.
14. Retail and tourism experience a plus.

## **Member/Donor/Visitor Management**

1. Maintains Donor/Member records in Blackbaud-E-Tapestry, our donor database, ensuring that records are entered and updated accurately in a timely manner. Generates queries and reports in support of fundraising efforts, communication and reporting needs.
2. Responsible for timely recognition of donors, members and businesses who donate to ABG. This includes donor thank-you and membership renewal letters. Prepares thank you notes for Executive Director to sign.
3. Oversee Communication program for ABG including vibrant on-line presence (website updates, Facebook postings, list serve distribution (Constant Contact), twitter, etc.) and targeted mailing.
4. Serves as primary point of contact and communication with members.



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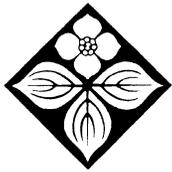
5. Assist with generating and promoting annual membership appeals; donor and membership drives, the Pick.Click.Give campaign and monthly membership renewal mailings.
6. Process memberships and renewals, ensuring timely fulfillment and follow-through (thank you notes, membership cards and benefits letter mailings)
7. Work with Executive Director and other staff to plan, implement, and support strategies for increasing ABG membership, donations, and sponsorships. Explore ways to utilize, upgrade and prospect ABG donor / member records and systems to increase revenues.
8. Plan for and staff outreach opportunities at local fairs and other events with other staff.
9. Oversees Visitor Services program including supervision of summer visitor services staff, interns and volunteers.

## **Events Management**

1. Co-leads planning efforts for special events, workshops, conferences and lectures to insure well run programs that are aligned with mission and reach budget forecasts. This includes logistical support before, during and after events.
2. Manages all permitting aspects of Special Event including insurance, the Anchorage Police Department and Alcohol Control Board. Oversees TAM servers for events.
3. Leads and/or supports special events including some weekend and/or evening work.
4. Provides required follow-up for events including completed deposit records, financial summaries, participant survey results, and recommendations for future improvements.

## **Knowledge, Skills, and Qualifications:**

1. A minimum of 3 years of experience in a fast-paced office environment. Prior experience with nonprofit organizations is preferred.
2. Positive, outgoing, professional demeanor; "people person".
3. Highly organized, detail oriented, able to multi-task. Able to maintain donor, human resource and volunteer confidentiality.
4. Ability to interface pleasantly and professionally with the public, and to work harmoniously with staff, volunteers, members and donors.
5. Higher education degree and / or certificate in Fundraising, Office Management, or Accounting preferred.
6. Excellent writing and grammar skills and accuracy when doing data entry.
7. Excellent oral speaking skills for tour groups, volunteer training, media opportunities, the general public.
8. Experience developing and posting on-line content preferred (including Wordpress, Constant Contact, Facebook and other on-line platforms).
9. Donor database and membership development experience preferred. (Experience with Blackbaud products or similar products a plus).
10. Publicity/graphics experience; familiarity with Adobe In-Design and Adobe graphics programs a plus.
11. Ability to work both independently and as part of a team, in a small open office.
12. Ability to effectively prioritize requests for information and services, while meeting deadlines.
13. Flexibility with work hours to meet various schedules of ABG Events and activities.
14. Highly motivated and willing to learn new skills.
15. Strong working knowledge of Microsoft Office Suite and use of the internet required. Adobe In-Design Suite a plus.
16. Strong interest in plants, gardening, horticulture, botany, and / or ecology, garden and/or environmental education preferred.
17. Driver's license required. Car and current license to do occasional work-related errands (ABG reimburses mileage at the federal rate).



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**Other Duties as Assigned. Must be flexible to changing priorities.**

## **Working Conditions**

1. Open office setting, smoke free.
2. Some time outdoors in the Garden greeting visitors, engaging donors and overseeing outreach events.
3. Some local travel, weekend, and evening hours required for events.
4. Some outdoor work: All ABG staff positions require a comfort level with working out-of-doors in all types of weather, for events, tours, etc. Must also be able to navigate uneven trail surfaces throughout the Garden.
5. Some lifting and loading display materials, books, setting up tables, chairs and tents, etc. – up to approximately 40 pounds.

## **Reporting Responsibilities:**

Reports to the Executive Director

May supervise volunteers, seasonal staff and student interns

**Salary Range:** \$18-21 hourly rate, depending on experience

**Benefits:** paid vacation time, employee healthcare plan (Premiera BC/BS Bronze Plan)

## **How to Apply:**

Send resume and cover letter in pdf. format to [executivedirector@alaskabg.org](mailto:executivedirector@alaskabg.org). Phone inquiries to 907-562-7010.

**Application Deadline: October 1, 2017 @ 11:00 PM**