
Office Manager Team Position Description – Full-time, permanent

Organization Mission: Our Mission is to deliver exemplary services by providing financial education, training, and access to capital to support sustainable business and community development while improving the quality of life within our communities.

Position Title: Office Manager
Location: Black River Falls, WI
Pay Range: DOE \$22 -\$26
Class: Non-Exempt
Supervisor: Executive Director

Position Summary: Our busy, client-focused office needs a reliable, well-organized Office Manager to handle day-to-day operations with a focus on efficiency, time management, and project management administrative support. This office administrative position will also include client support, team meetings, payroll, purchasing, travel set-up, administrative event & fundraising support. The Office Manager will be responsible for developing strong intra-office communication protocols, streamlining administrative procedures, purchasing controls, and excellent customer service support. We are looking for an energetic professional who enjoys new duties and challenges. This position provides skill advancement opportunities for interpersonal and professional growth.

Duties and Responsibilities

1. Responsible for the office day-to-day operations of the office.
2. Responsible for handling phones, new client applicant support, and coordinating client communications with events, classes, and services.
3. Maintain applications, documents and customer contact information.
4. Handle purchasing for the organization. Responsible for tracking and internal controls for office procurement.
5. Coordinate team meetings, notes, follow-ups, and activities for the team. Organize activities, assist with monthly meetings, community activities and fundraisers.
6. Handle HR forms such as onboarding, pay raises, benefits, payroll deductions, workman's comp, confidentiality, etc.
7. Coordinates signature & approval items for Executive Director with their supervisor
8. Document meeting minutes, task tracking and project administrative support.
9. Handle training reservations, travel and tracking of all costs and needs, including documents needed for travel reconciliations.
10. Responsible for administrative support with IT communication, website maintenance and technology needs in collaboration with all staff.
11. Assist with training & travel for budget purposes & maintain the approved plan during the fiscal year.
12. Responsible for maintaining departmental employee, electronic and office administrative files.
13. Handle all correspondence with mail; mail log, outgoing mail and tracking incoming mail.
14. Handle weekly deposit with the team; verifications, storing, and sharing with appropriate parties timely.
15. Ensure the office area is clean, professional and organized for customer interaction.
16. Assists the Executive Director and Team Members, as needed.
17. Perform other duties as assigned.



Required Skills and Abilities

- ❖ Possess good organizational skills, multi-tasking, and strong time management ability to meet deadlines.
- ❖ Excellent teamwork skills and experience are necessary.
- ❖ Research experience a plus or ability to perform research.
- ❖ Strong, solid computer and technological skills including Microsoft office. Quick Books, and prior loan software environment is a plus.
- ❖ Possess good oral, written communications skills in a professional setting. Excellent customer service skills. Understanding of Native communities is a benefit.
- ❖ Must be able to maintain a high level of confidentiality.

Minimum Qualifications (Required Knowledge & Experience)

- ❖ High School diploma or equivalent. Associate degree, recommended.
- ❖ Must have three plus years, experience in office management. Financial or loan experience is a plus.
- ❖ Must have 2 consistent years in a customer service position.
- ❖ Must not have any felonies nor financial-related crimes.
- ❖ Valid Driver's License and insurance

Benefits

- ❖ Office work hours, 8am-4:30pm
- ❖ Holiday, cultural leave, annual & sick leave
- ❖ Short-term & long-term disability
- ❖ Life Insurance, reimbursement for health insurance premium
- ❖ Health Savings Account
- ❖ Possible travel opportunities to train & build your knowledge base

**As this is a Native CDFI, Native preference in hiring is provided to Natives of federally recognized tribes.*

To Apply: Please send resume and completed applications to Fncfadmin@ho-chunk.com
For more information check our website at cedargrowth.org.
