THE CLIBURN

Job Description

Job Title	Office Administrator	**Department**	Finance
Status	Non-Exempt, Full-time	**Reports to**	Chief Financial Officer

General Description

The Office Administrator performs the day-to-day office tasks of the Cliburn and ensures an orderly, efficient working environment. Primary responsibilities include reception, staff onboarding and engagement support, equipment and vendor relationships, and IT coordination. The Office Administrator also serves as the primary administrative support for the finance department, including daily revenue intake and gift acknowledgments.

Responsibilities

Reception and Office

Maintains professional office conditions for staff and guests and supports staff onboarding and engagement.

- Serves as receptionist, answering and routing calls, greeting and coordinating guests, and maintaining shared office calendars
- Maintains orderly and professional common areas and storage suite; monitors memorabilia access; coordinates cleaning and maintenance
- Maintains office supplies and controls supplies budget
- Picks up and drops off office mail daily; signs for and distributes deliveries; coordinates during closures
- Coordinates office onboarding and offboarding for staff, such as parking, keys, workspace, and equipment
- Plans and coordinates staff engagement activities, such as staff parties and celebrations

Equipment and Vendor Relationships

Ensures office equipment (e.g., phones, copier, postage meter, fridge) is in operating condition and coordinates with office vendors (e.g., phone, internet). Serves as primary contact with City Center.

- Maintains office equipment and implements vendor agreements; troubleshoots issues and coordinates with vendors through resolution
- Ensures accurate billing and prepares monthly usage reporting/reconciliations
- Monitors lease terms and coordinates lease renewals and/or purchase replacements
- Implements City Center tenant requirements, such as safety, loading dock, and closures

Information Technology

Coordinates IT plan with IT contractor and serves as liaison between staff and IT contractor.

- Coordinates staff access and software list with terms; oversees IT billing and IT contractor agreement
- Coordinates IT hardware assignments and replacements; ensures all hardware is tagged and locations are accurately recorded; maintains server room and ensures marquees are in working order
- Troubleshoots IT issues through ticket process and coordinates with IT contractor through resolution

Finance Department Support

Serves as administrative support for the finance department, including daily revenue intake and gift receipts.

- Completes daily revenue intake workflow as the first point of receipt for all revenue, both paper checks and digital; scans, copies, and sorts documentation and routes to finance and development staff for processing
- Prints gift acknowledgement letters on letterhead; obtains signatures, scans, prepares for mailing, and files
- Performs data entry for daily transactions in accounting software and CRM as assigned; files finance paperwork, such as check run and deposit documentation
- Collects purchase forms and supporting documentation from other departments and follows up to completion; assists with finance mailings, meeting materials, and RSVPs; performs other duties as determined by the CFO

Education, Experience, and Attributes

- Bachelor's degree or equivalent combination of education and experience
- 2+ years of office administration experience strongly preferred
- Experience with financial transactions, donor records, or nonprofit operations a plus
- Proficiency in Microsoft 365; experience with accounting software and CRM systems preferred
- Trustworthy with confidential and financial info
- Organized, detail-oriented, highly accurate
- Professional, welcoming, tech-comfortable
- Self-directed; adapts quickly and with grace

*** Accountable ▪ Consistent ▪ Self-Regulated ▪ Conscientious ▪ Collaborative ▪ Committed to the Cliburn's Mission ***