

JOB DESCRIPTION: OFFICE MANAGER

MONTEREY SYMPHONY

JOB TITLE: Office Manager
EXEMPT: No
REPORTS TO: President and CEO

DATE: 9/4/2023

SUMMARY: Under general direction of the President and CEO, the Office Manager is responsible for all administrative support, including office management and ticketing.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned.

GENERAL ADMINISTRATIVE (*Approximately 60% of Time*)

- Manages the activities of the office reception area including answering the phone, taking/forwarding messages/sorting/distributing and opening mail.
- Monitors office supplies and periodically solicits staff for supply needs.
- Prepares and delivers office mailings and monitoring postal supplies and accounts; upon request, prepares ticket mailings.
- Provides support to the President and CEO, including scheduling meetings, filing, and preparing materials as needed
- Maintains orderly office, provides general administrative support.
- Handle mail merges and mailings for the Symphony.
- Assists other staff members where and when needed.
- Assists on Symphony weekends with musician hospitality, including the musician dinner

BOX OFFICE MANAGEMENT (*Approximately 40% of Time*)

- Manages the ticket vending/purchasing process for the orchestra using the box office ticketing system.
- Oversees box office at all ticketed events.
- Compiles and provides statistical reports on ticket sales.
- Maintains box office system financial reports.
- Secures relevant information from ticket buyers and donors at time of contact

GENERAL JOB PERFORMANCE STANDARDS

KNOWLEDGE OF WORK

Working knowledge of the Symphony, mission, culture and office procedures and processes.

OFFICE ADMINISTRATION

Follows established procedures and processes in the completion of assigned responsibilities and tasks.

QUANTITY & QUALITY OF WORK

Ensures work and job assignments are completed timely and provides a high-quality level of work that reinforces the Symphony's image of exciting the people of our community through the performance and continual discovery of symphonic music.

TEAM ORIENTATION

JOB DESCRIPTION: OFFICE MANAGER

Engages in professional, cooperative, supportive relationships with peers, superiors, employees and customers. Understands and supports the goals of the Monterey Symphony displaying willingness to share information, and receptiveness to coaching and feedback.

COMMUNICATIONS

Clearly communicates to others in the form of listening, clarifying, and preparing clear and concise office correspondence and reports.

INTERPERSONAL SKILLS

Displays positive demeanor toward others. Demonstrates appropriateness and timeliness of actions taken to respond to requests and inquiries creating high level of satisfaction.

PROBLEM SOLVING

Ability to identify and analyze problems and make objective decisions and/or recommendations in the resolution of problems or concerns. Understands when to escalate issues to others for their attention and/or direction.

ORGANIZING & PLANNING

Effectively prioritizes the daily work and is proficient at using tools and techniques to most effectively complete work on time and with quality results.

QUALIFICATIONS

- Bachelor's degree in business administration, communications, or a related field
- 2-5 years of work experience in an administrative/office management role
- Must have exceptional attention to detail
- Strong organizational and time management skills, and ability to prioritize
- Must be a self-starter and driven
- Excellent communication and interpersonal skills
- Strong problem-solving skills and analytical abilities
- Strong proficiency in Excel and Word, knowledge of QuickBooks a plus

OTHER SKILLS AND ABILITIES

- Computer literate and able to enter data and compile and analyze reports using company database.

ENVIRONMENT:

- Approximately 20% of the time performing job duties is spent walking or standing to attend or assist in Symphony events
- Approximately 70% of the time is spent on the computer reviewing information, compiling correspondence and reports and developing materials upon request.
- Approximately 10% of the time is spent on communicating with ticket buyers, donors and others.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.

PHYSICAL DEMANDS:

- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs
- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 25 lbs).

MACHINES, TOOL AND EQUIPMENT:

JOB DESCRIPTION: OFFICE MANAGER

- **Seldom (1–5%):** automobile
- **Occasionally (6-33%):** copier, computer, calculator
- **Frequently (34-66%):** equipment dependent on job performed
- **Continuously (67-100%):** writing instruments