



## **Office Manager Business Impact NW**

### **About Us:**

Business Impact NW is one of the leading non-profit community development financial and business assistance organizations in the Pacific Northwest. Our work supports the economic development of marginalized communities by offering access to capital, training, and support to grow small businesses throughout Washington, Oregon, Idaho, and Alaska. For more information about BIN's history, mission, and programs for women, BIPOC, LGBTQ+, immigrant, and veteran business owners, please see our website: [www.businessimpactnw.org](http://www.businessimpactnw.org).

### **What it is Like to Work for Business Impact NW:**

Business Impact NW works hard to serve our clients while maintaining a healthy work-life balance and positive team-oriented atmosphere. Our strategic framework revolves around building trusted relationships, providing equal opportunity, valuing contributions, community impact, and financial stability. Our team consists of 36 diverse employees that reflect the populations we serve, plus a corps of contractors and an engaged Board of Directors.

### **Position Summary:**

The Office Manager position is an integral part of the Business Impact NW team. Key success factors for this role are excellent written, verbal, and comprehension English language proficiency, and stellar project management skills. The Office Manager position will directly contribute to the organization's mission by supporting office-wide systems and personnel in clerical and organizational work; directly providing executive assistance to the CEO and COO; performing basic reception activities; and assisting the Chief Operating Officer on office-wide projects.

### **Full Job Responsibilities:**

- Solve problems, anticipate needs, and influence a positive organizational culture.
- Efficiently and effectively juggle at least 20 projects at once; most requiring the facilitation of others on staff to complete the project on time and to standard.
- Maintain all office systems and procedures to facilitate the orderly function of the office; organize multiple tracking spreadsheets, manage employee onboarding tasks, and facilitate many other systems.
- Communicate effectively in person and in writing with all employees and departments using excellent English language skills.
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- Work directly with the Operations Director, implementing and maintaining office-wide systems and processes.
- Document creation and preparation: templates, procedure manuals, fillable PDFs, checklists, PowerPoint presentations, agendas and more to specific parameters.
- Provide light reception duties including answering and routing phone calls, emails and walk-ins.
- Facilitate building maintenance and maintain vendor and landlord relationships.
- Provide mail pick-up, sorting, scanning, and processing.
- Quickly learn new technologies as determined by management - support implementation office-wide and help train staff.
- Serve as the IT liaison between staff and IT provider as needed.

- Organize and maintain the physical office space, including files, furniture, computer equipment, and inventory. May also be required to perform similar duties at future offices in the Seattle area as required.
- Contribute to office morale by coordinating birthday potlucks, holiday events, team activities, coffee station upkeep, and general awesomeness.
- Other duties as assigned.

**Skillset Required:**

- Accountability
- Communications
- Continuous Learning
- Dependability

**Minimum Qualifications**

- BA/A.A. or Equivalent Professional Experience of 3 years in this field
- 3-5 years of experience in this or related field
- Those with passion for Business Impact NW's mission strongly encouraged to apply

**Desired Qualifications/Success Factors:**

- System thinkers who can prioritize and manage details across multiple projects and deadlines
- Enjoyment of working with diverse work styles and staff
- Capable and comfortable with learning new technology platforms to an expert level
- Comfort and confidence with teaching technology and processes in a way that is approachable, knowledgeable, and friendly for staff at all levels of savviness
- Keen eye for seeing what needs done, and initiative to do it
- Willingness to learn new systems
- Strong organizational skills: must demonstrate a proven system you've used with success
- Customer service-focused attitude with strong communication skills
- Knowledge of computers and software applications including Outlook, Excel, Word, calendars, PowerPoint, password managers, admin portals, and databases. Strong Word, Excel, and Outlook skills.
- Interest or experience in board meeting planning, coordination, logistics, and execution
- Ability to cultivate a positive workplace culture through noticing needs and celebrating staff
- Willingness to roll up sleeves, do the work, solve problems, and have fun

**Schedule & Location:**

- 40 hours per week, 8:30am-5pm
- Location: 12720 Gateway Dr S., Tukwila 98168. Often alone in office, supporting remote staff from our "home base."

**Compensation Package:**

Salary of \$55,000, Full Time

Generous benefits include:

- 100% paid employee medical, dental and vision plans
- Paid holidays, including all federal holidays and the week between Christmas and New Years
- Paid vacation time off
- Paid sick days
- 403b retirement account

- Professional development allowance
- Commuter benefits
- Adoption assistance
- Health Savings Account
- Voluntary supplemental medical benefits: Disability, Life, and Personal Accident insurance
- Flex time
- A great and diverse workplace culture

**Priority Application Due Date:** August 5th, 2022

**Preferred Start Date:** September 1st

To apply please submit resume through job listing on [Indeed](#)

Position open until filled. All candidates are subject to a background check.

*Business Impact NW is committed to creating and maintaining a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*