

JACK THE BIKE MAN, INC.

Children's Bicycle Charity

www.jackthebikeman.org



Job Description: Office Manager

Reports to: Executive Director
Program Director

Time Commitment: Full Time

Primary Roles & Responsibilities

- Manage incoming and outgoing calls, screening calls, taking and relaying messages
- Check emails, respond using email etiquette.
- Check calendar for any upcoming appointments for following day.
- Greet all customers when checking out, fill out invoices, run credit cards or accept payment.
- Greet all donors and fill out donation slips
- Responsible for volunteer inquiries, information forms, sign in and out sheets. Coordinating service work, as well as writing service hour letters
- Maintain mail list with donor and customer information
- Input all data from customer, donor and volunteer information
- Filing
- Take minutes for all board meetings
- Compose and draft all outgoing correspondence
- Oversee office supplies
- Coordinate scheduling for weekly bike pickups
- Create mail merges for bulk mailing
- Update email list through Aweber
- Make deposit entries in QuickBooks, as well as reconcile bank statements

Requirements

- Knowledge of Jack the Bike Man telephone etiquette
- Proficient in oral and written communications. Excellence in listening skills
- Skills in reading, spelling and arithmetic
- Proficient in MS Word, MS Excel, Quickbooks and some knowledge with File Maker Pro
- Ability to operate office equipment, desk top computers, phone system, credit card processing machine, fax, copier and scanner
- Excellent customer service skills
- Willing to have a full background check , especially in regard to working in an environment with children

Qualifications

- Excellence in paying attention to detail
- Must treat people with respect and uphold organizational values
- Must protect client, donor and volunteer information and maintain full confidentiality of all records
- Complete work in a timely manner
- Must follow instructions and respond to management direction
- Must be willing to ask questions
- Must consistently be at work on time
- Must have comfort level in a diverse working environment

Salary will be based on experience.

Please submit resume to <mailto:admin@jackthebikeman.org>

Mailing Address: P.O. Box 17565 • West Palm Beach FL 33416
Shop + Warehouse: 2406 Florida Ave., West Palm Beach, Florida 33401
561.832.0071 T • jack@jackthebikeman.org

Jack the Bike Man, Inc. is a 501c3 not for profit corporation. 100% of your donation is tax deductible.
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