

## OFFICE MANAGER

Full-time, Salary, Exempt  
Reports to: CEO/CFO  
Evening/weekend Availability: Required

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### DESCRIPTION

CMOM's Office Manager is the museum's primary clerical resource as well as an aide to three key business functions: Development, HR, and Visitor Services. The Office Manager is vital to establishing and maintaining an organized, efficient, upbeat working environment while also being a significant contributor to key business processes.

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### RESPONSIBILITIES

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#### ADMINISTRATION

1. Answers phones.
2. Facilitates calendaring and workflow, especially in areas requiring collaboration across departments.
3. Receives mail and maintains cash receipts log.
4. Directs office events and celebrations.

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#### OFFICE MANAGEMENT

1. Develops and oversees budget and inventory for office supplies and equipment.
2. Oversees phone system and call routing, ensuring optimal live answering and minimal call-passing, hold-times and dead ends for all callers.
3. Negotiates and maintains contracts with office equipment and supply vendors.

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#### DEVELOPMENT

1. Enters donor data into Versai.
2. Orchestrates membership and fundraising mailings.
3. Assists in the coordination and execution of CMOM's fundraising events.
4. Conducts tours and provides detailed information for the carousel event space, facilitates event rental contracts and events.

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#### HR

1. Creates job postings.
2. Conducts initial review of applications.
3. Guides applicants through the interviewing, hiring, and onboarding processes.

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#### VISITOR SERVICES

1. Maintains database of customer feedback as provided through our onsite comment cards, emails, social media, and customer calls. Analyzes feedback, creating reports for the management team and upper management.
2. Tracks follow-up and resolution to customer issues.

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## EDUCATION AND PRIOR EXPERIENCE

1. Bachelor's degree
2. Minimum of three to five years' experience in an office or administrative capacity
3. Experience with one or more database software applications in a business environment

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## SKILLS

1. Strong, clear communication skills: written and oral
2. High proficiency with Microsoft Office applications, especially Outlook, Word, and Excel
3. Proficiency with database software: data entry, analysis, report design & generation
4. Procurement: researching vendors, negotiating pricing, overseeing contracts

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## OTHER CHARACTERISTICS

1. *Commitment to excellence.* Works both independently and as a member of the CMOM team to fine-tune the work at hand while also championing a state-of-the art future CMOM.
2. *Interpersonal skills and collaboration.* Works steadfastly across functions to see that CMOM meets its mission. Strives for professionalism, self-awareness, and generosity with others, even under trying circumstances. Is open to constructive feedback and new ways of working together to meet our mission.
3. *Flexibility.* Ability to take on new projects and short-term responsibilities within reason. After-hours and weekend commitments are routine.
4. Values diversity of thought, background, and perspectives.

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## PHYSICAL DEMANDS

While performing the essential functions of this job, the employee will frequently operate a computer, other office devices such as calculators, telephones, copy machines, and printers; move about inside the facility to access storage area, cabinets, and office machinery; move about the campus to service clients and staff; communicates via telephone, email, and in-person with others to exchange accurate information.

Employee may frequently be required to lift and/or move up to 25 pounds. Employee duties may require kneeling, crouching, and standing for extended periods of time.

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## WORK ENVIRONMENT

The duties of this position are performed indoors. The noise level in the work environment is usually moderate to loud.

**THE CHILDREN'S MUSEUM OF MEMPHIS IS AN EQUAL OPPORTUNITY EMPLOYEMENT EMPLOYER.**