

POSITION: Office Manager

Position Overview

The Office Manager plays a key role in supporting daily operations, programs, and community engagement at ARC. Reporting to the Executive Director and working closely with Program Directors (Athletics, Childcare, and Arts), this position ensures smooth office operations, provides excellent customer service, and supports administrative, financial, and marketing functions. This is a highly visible, community-facing role requiring professionalism, adaptability, and strong organizational skills.

Schedule & Benefits: - Monday–Friday, approximately 10/11 a.m.–5:00 p.m. (30–35 hours/week) - Paid Time Off (PTO) - Simple IRA with employer matching - Occasional evening or weekend hours

Qualifications

- High School Diploma or equivalent required; previous work in an office setting, administration or a related field preferred
 - Strong computer and digital literacy skills, including database and records management
 - Excellent organizational, time management, and multitasking abilities
 - Strong written and verbal communication skills
 - Positive, professional, and customer-service-oriented attitude
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Technical Skills

- Proficiency in Microsoft Office 365 (Word, Excel, PowerPoint, Publisher)
 - Experience with accounting and payroll software preferred (QuickBooks)
 - Familiarity with database and registration systems (e.g., ProCare)
 - Experience with online payment systems (e.g., Square or comparable tools)
 - Basic website content management and social media platforms (Facebook)
 - Comfort using Google Workspace tools (Calendar, Docs, Drive)
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Key Responsibilities

Office & Administrative Support - Answer phones, respond to emails, and greet visitors in a friendly and professional manner - Assist program participants (youth and adults), staff, volunteers, and Board members - Maintain accurate digital and physical records, including

registrations, fees, and donations - Prepare correspondence, reports, and internal communications as needed

Data, Marketing & Communications - Maintain databases, mailing lists, and contact records - Create and distribute program flyers and promotional materials (print and digital) - Assist with social media posting and basic marketing efforts - Support the Executive Director with marketing and communications projects - Manage website updates, social media accounts, and the organizational Google Calendar

Facilities & Operations - Coordinate office and building supply inventory and ordering - Assist with facility rentals, including birthday parties and special events - Support building maintenance staff and volunteers as needed - Oversee facility activity and security during assigned hours - Manage key card access system and issue new access cards

Financial & Program Support - Process registrations, childcare payments, program fees, and donations - Prepare deposits and complete banking tasks as required.

Additional Responsibilities - Complete DCFS-required and other mandated trainings - Provide classroom assistance when needed - Obtain or maintain Jo Daviess County Food Service Sanitation Certification

Requirements & Physical Demands

- Successful completion of DCFS background check
- Jo Daviess County Food Service Sanitation Certification (or willingness to obtain)
- Strong interpersonal skills and enjoyment of working with children and the community
- High attention to detail and follow-through
- Ability to work independently with minimal supervision
- Commitment to confidentiality, professionalism, and respect for all participants and staff

ARC is an equal opportunity employer and encourages candidates from diverse backgrounds to apply.