



ASSOCIATION ON AMERICAN INDIAN AFFAIRS

Protecting Sovereignty • Preserving Culture
Educating Youth • Building Capacity
SINCE 1922

OFFICE MANAGER POSITION DESCRIPTION

The Association on American Indian Affairs is the oldest American Indian not-for-profit organization in the United States. It has a rich tradition of serving Native Nations and their citizens all across Indian Country. The Association develops national advocacy as well as capacity building programs to protect Tribal sovereignty, preserve culture, educate youth and build capacity. The Association works at both the grassroots and national levels to seek solutions that empower Tribal self-determination and sovereignty.

Job Purpose

The OFFICE MANAGER is a mission-focused, seasoned, organized, strategic, and process-minded person with experience delivering measurable, cost-effective results that make the organization's vision a reality. This position provides operational, administrative and communications assistance to all of the Association's programs and events, including repatriation, sacred sites, Indian child welfare, juvenile justice, federal acknowledgment, scholarships, internships, fellowships, summer camps and others.

This position is overseen by the Chief Executive Officer and will carry out the job duties in line with the organization's vision, mission and goals. The position requires reliability and excellent organizational skills to handle day-to-day operations with a focus on efficiency and time management. The position provides operational, administrative and communication duties involving considerable variety and complexity of assignments and requiring independent judgment in applying guidelines to work situations.

The organization requires an energetic professional who does not mind wearing multiple hats. This position will include advancement opportunities for the right candidate as well as benefits after a probationary period.

The position is an all-virtual position. As such, the position requires self-discipline, integrity and the ability to communicate well and thoughtfully utilizing video-conferencing and email.

Duties and responsibilities

- Provides administrative support for all staff as needed.
- Responds to inquiries by telephone, emails and other written correspondence.

- Prioritizes work according to organization needs; determines workflow problems and develops solutions.
- Receives, sorts, analyzes, and summarizes material for the preparation of reports and maintains data necessary for programs.
- Maintains program, financial and operational records in electronic and paper file management systems.
- Maintains donor data and contact information through software systems.
- Prepares advanced word processing, spreadsheet, and presentation documents as assigned including manuals, brochures, reports, budget documents, and PowerPoint presentations.
- Prepares and submits invoices, receipts, purchase orders, and other financial transactions.
- Organizes regular program meetings and conference calls/video-conferences, often over different time zones, including the preparation and distribution of documents and providing necessary technical direction.
- Coordinates the scholarship, internship, volunteer and summer camp programs.
- Coordinates grant writing administration.
- Assists in the development and implementation of quality assurance/quality improvement measures for the organization.
- Regular attendance, reliability and punctuality is a requirement of this position.
- A professional and courteous manner and an ability to work harmoniously with other staff, Tribal governments, other organizations and the general public.
- Follow organization personnel and safety procedures.
- The position does not require the direct supervision of any staff, but will act as a resource person for students, interns, consultants and casual help as required.
- Accepts and performs other work as assigned.

Qualifications

The successful candidate will have had office management experience with a not-for-profit organization. As noted, this is an organization driven by the values of its people, so experience in managing the operations of a “values-driven” organization will be highly prized.

Additional qualifications include:

- Minimum of a bachelor’s degree in any area and at least two years’ proven experience as an office or operations manager or other relevant position.
- Results-proven track record of exceeding goals and a bottom-line orientation.
- Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment.
- High level of business acumen including successful problem solving, project management, and creative resourcefulness.
- Strategic vision and agility, with the ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.
- General Management—thorough experience with office systems management; broad experience with the full range of business functions and systems, including strategic

development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing.

- Understanding of office systems functions, business operations and other functions such as HR, Finance, marketing etc.
- Experience in fundraising will be a plus.
- Working knowledge of IT/Business infrastructure and MS Office 365 applications.
- Outstanding organizational and leadership abilities.
- Excellent interpersonal and public speaking skills.
- Aptitude in decision-making and problem-solving.
- Analytical and inquisitive, with excellent attention to detail.
- Able to meet tight deadlines and remain calm under pressure.
- Good at absorbing large amounts of information, with a general hunger for learning.
- Credible, confident and articulate, with good communication and presentation skills.

Knowledge, Skills & Abilities

Knowledge of the organization, its vision, mission and goals as well as its programs, events and activities; thorough knowledge of general office practices and procedures; considerable knowledge of office record keeping and reporting practices and procedures; considerable knowledge of efficient utilization of office equipment including personal computer systems; thorough knowledge of business English, grammar, and composition; proficient with the MS Office Software programs including Outlook, Word, Excel and Power Point. Skill in the operation of office equipment including photocopy machines and personal computers utilizing word processing and spreadsheets. Skill in taking and transcribing oral and written material.

Ability to interpret program policies and procedures; ability to independently plan, organize and carry out work assignments; ability to analyze and prepare fiscal, financial and statistical records and reports; ability to communicate effectively both orally and in writing; ability to maintain positive business relationships with other employees, agencies and with the public; ability to work with information that is both sensitive and confidential in nature.

Knowledge of Indian Affairs history and policy, Native Nations governance, and non-profits is very important and highly preferred but not required.

Working Conditions

This is a virtual office position. Employee must have dedicated space to perform office administration. Computer equipment will be provided by employer. Travel may be required to domestic locations. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, etc. The physical demands required for the position are representative of those that must be met in an office environment. This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.

Compensation

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a highly respected 100-year old organization. The Association is prepared to offer an attractive compensation package commensurate with experience, and with health, dental and a matching employee retirement savings plan beginning after a probationary period.