

WARREN WILSON COLLEGE

Position Description

POSITION TITLE: Office Manager, Swannanoa Gathering

DEPARTMENT: Swannanoa Gathering

REPORTS TO: Director, Swannanoa Gathering

POSITION SUMMARY:

The Office Manager for the Swannanoa Gathering has primary responsibility for management of the Swannanoa Gathering Office, by providing secretarial and administrative support for the Director and customer service for Gathering attendees.

SPECIFIC RESPONSIBILITIES:

Office Manager, Swannanoa Gathering

- Functions as primary respondent for the Swannanoa Gathering, coordinates office communications and customer service; takes calls, answers questions, takes messages, routes calls and messages, Handles emergencies as they arise.
- Acts as registrar for the summer workshops, performing data entry and tracking Swannanoa Gathering registrations.
- Receives and processes payments; maintains mailing list and other databases.
- Composes correspondences, paper or email, whichever is appropriate.
- Resolves customer service problems.
- Works with the Director in planning and executing various logistical tasks preparatory to the summer workshops.
- Recruits and supervises summer volunteers.
- Works with the Director in staging the summer workshops. Acts as a stand-in for the Director as necessary.
- Trains, supervises and evaluates student work crew and other office staff.

WORKING CONDITIONS:

- Shared office environment.
- Able to run errands and messages during the Gathering.
- Capable of picking up and transporting supplies and equipment.
- Evening and weekend hours.

QUALIFICATIONS:

- College education and/or five years' experience in a comparable position.
- Excellent computer skills are required, including proficiency with databases (Filemaker) spreadsheets and excellent word processing ability. Experience with e-commerce implementation through websites is a plus.
- Ability to work flexible hours throughout the year.
- Effective interpersonal skills required. Position requires a patient and cheerful attitude in dealing with the public in all situations.
- High level of organizational skills.
- Creative and self-motivated with the ability to solve problems independently.
- Basic a/v set-up and repair skills or trainable.
- Knowledge and love of folk music is a plus.