

**Title:** Business Manager

**Position:** To increase the capacity to serve the Middlebury community through advancement of The Well CDC's internal business functions.

**Compensation:** TBD

**Responsible to:** Associate Director

**Mission Statement:** We invest in people through the built environment.

**Main Objective:**

To use your gifts and talents to improve the internal organizational development of The Well CDC. This role includes providing strong administrative assistance to The Well CDC offices and Housing department; building capacity for human resources and marketing capabilities; and supporting the day-to-day business functions.

**Job Description:**

**I. Skills, Competencies, and Qualifications**

- a. Office management & administrative experience
- b. Excellent time management skills and ability to multitask to prioritize work
- c. The ability to turn large complex work flows into simple actionable steps
- d. Attention to detail and problem-solving skills
- e. Excellent written and verbal communication skills
- f. Strong organizational and planning skills
- g. Ability to connect and communicate with diverse types of individuals and worldviews
- h. Understanding that the work we do is a service to the community
- i. Entrepreneurial grit
- j. Proficient in Microsoft Office and other electronic platforms and/or software
- k. Ability to work independently and as a team

**II. Office Administration**

- a. Develop and implement office policies by setting up procedures and standards to guide the operation of the office
- b. Answer telephone and relay messages in timely fashion
- c. Retrieve and relay mail to appropriate parties, daily
- d. Support executive director with scheduling and organization
- e. Organize and maintain filing system
- f. Organize and maintain automobile registrations
- g. Manage and order office supplies for all office locations
- h. Provide administrative support such as typing letters, filing paperwork, and making travel arrangements
- i. Maintain a safe, organized, and pleasant office environment
- j. Manage and engage commercial leases

**III. Restoring Housing Administration**

- a. Organize and submit applications for government funding, including identifying potential opportunities

- b. Maintain excellent records to track and report on government funding
- c. Maintain relationships with contractors to collect information for reporting of government funding
- d. Work with the Finance department in tracking and entering invoices, receipts, project budget reports, and final reports on all housing projects
- e. Maintain debt reports and updates for financing partners
- f. Manage insurance on residential and commercial properties

#### **IV. Business Functions**

- a. Coordinate HR functions, such as new hire paperwork, onboarding scheduling, employee record keeping, etc.
- b. Supporting marketing and communications for The Well CDC and program areas
- c. Manage the phone and internet contracts
- d. Liaison between The Well CDC and insurance/benefit vendors
- e. Organize employee gatherings, birthday calendar, etc.
- f. Support the implementation, updates, and integration of software and technological needs
- g. Support the development and implementation of policies and procedures to increase efficiency within and between programs and initiatives

#### **V. Expectations**

- a. Hours: 40 hours per week
- b. Meet with your supervisor on a bi-weekly rhythm
- c. Common Business Courtesy
  - i. Return phone calls and emails within 48 hours
  - ii. Be on time to meetings, events and programs
- d. Maintain a neat and organized workspace
- e. Adhere to related staff policy and procedures
- f. Assist with other The Well CDC staff, as assigned