



Office Manager

Assistant Senior Patrol Leader of the Cabinet

Title: Office Manager

Reports to: Director of Support Services

FLSA Status: Exempt / Non-exempt (adjust per local policy)

Location: Council Service Center (with occasional travel to events/fields)/Hybrid

Position Summary

The Office Manager provides high-level administrative support to the Cabinet and ensures smooth, efficient daily operation of the Council Service Center. This role is a hybrid of executive support, office operations, basic finance/records administration, and volunteer/customer service. The person in this position is a trusted representative of the Council, managing sensitive information, coordinating calendar and communications, supporting Council programs and events. (The Cabinet is a group consisting of Scout Executive, CFO, Director of Field Service, Chief Development Officer, and Director of Support Services.)

Key Responsibilities

Executive support (50%)

- Provide direct administrative support to the: calendar management, meeting prep and follow-up, and correspondence.
- Draft and proofread letters, memos, reports, and presentations on behalf of the Scout Executive.
- Prepare agendas and materials for executive, board, and committee meetings; take minutes and ensure timely distribution and tracking of action items.
- Manage confidential files and information with discretion (personnel, legal, donor, board).

Office management (10%)

- Serve as primary point of contact for the Executive Board, Board of Directors, High-level stakeholders
- Represent the Scout Executive to the remainder of the staff
- Maintain office procedures and ensure compliance with Council and BSA policies (including Youth Protection policies).
- Coordinate scheduling for meeting rooms and shared resources.

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Records, data & basic finance support (20%)

- Maintain accurate records for the council in terms of Board of Directors, Officers and Staff
- Assist with accounts-payable and accounts-receivable tasks: prepare invoices, code and enter transactions, reconcile petty cash and bank statements, and prepare materials for monthly financial close; coordinate with Finance/Controller.
- Prepare and distribute receipts, donor acknowledgements, simple pledge tracking and gift documentation; support special fundraising events as needed.
- Ensure secure storage and retention of important records (charters, insurance documents, background checks).

Event & program support (10%)

- Provide logistical support for Council events (annual meeting, fundraisers, friend raisers, etc.): Vendor coordination, registration processing, room set-up instructions, on-site check-in, and post-event reconciliation.
- Coordinate volunteer recruitment and scheduling for office and event needs.

Human resources & volunteer coordination (5%)

- Coordinate background checks and maintain verification records for staff and volunteers in accordance with BSA policies.
- Assist with onboarding paperwork, maintaining personnel files, and scheduling trainings.
- Maintain volunteer rosters; coordinate thank-you communications and recognition.

Special projects & communications (5%)

- Assist with internal and external communications: Council newsletter inserts, social media scheduling support, website content updates, and mailings.
- Participate in special projects assigned by the Cabinet (strategic initiatives, policy documentation, research).

Qualifications

- 3-5 years administrative and office-management experience;
- Strong written and verbal communications skills; professional phone manner.
- Excellent organizational skills and ability to manage multiple priorities with competing deadlines.
- High degree of discretion and ability to handle confidential information.
- Proficiency with Microsoft 365 (Outlook, Word, Excel, PowerPoint).
- Comfortable with databases and willingness to learn/maintain a database.
- Valid driver's license with ability to travel occasionally to events and properties.
- Willingness to complete BSA Youth Protection training and pass required background checks.

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- Experience in nonprofit, membership, or youth-serving organizations.
- Familiarity with technology and a willingness to learn.
- ScoutNET/Internet Advancement or council database systems).
- Associate or bachelor's degree in business administration, nonprofit management, communications, or related field.
- Event planning experience.

Core Competencies & Attributes

- High confidentiality & integrity — trusted with sensitive board, personnel and donor information.
- Proactive problem-solver — anticipates needs and acts without constant direction.
- Customer-service oriented — patient and positive with volunteers, families, and the public.
- Detail oriented — accuracy in records, scheduling, and financial documentation.
- Flexible & dependable — able to handle irregular hours during events; adaptable to changing priorities.
- Team player — strong collaboration skills with staff, volunteers, and community partners.
- Primarily office work with regular phone and computer use.
- Frequent interruptions and shifting priorities.
- Must be able to lift/move supplies and occasional event materials (up to 25–30 lbs).
- Occasional travel to camps, event sites, and partner locations; may require evening or weekend presence for events.

Typical Performance Objectives: KPIs

- Maintain accuracy in membership and donor records.
- Ensure 100% completion and filing of board meeting minutes within 5 business days.
- Execute at least 2 major Council event logistics with no major operational problems.
- Maintain on-time processing of AP/AR and monthly petty cash reconciliations.

Onboarding / 30-60-90 Day Plan

- First 30 days: Learn Council systems and policies (database, financial processes, Youth Protection). Begin calendar and communications support to Scout Executive. Shadow events
- 60 days: Take ownership of office operations, and begin AP/AR tasks.
- 90 days: Fully manage the Cabinets administrative needs independently, maintain records, and lead office volunteer coordination. Identify and recommend one process improvement.