Position: Office Manager

Germanic-American Institute, St. Paul, Minnesota

Classification: Full time, non-exempt, 34 hours/week

Reports to: Executive Director

Wage per hour: $18–$21

Organization Overview
The Germanic-American Institute is a Minnesota non-profit organization, located on historic Summit Avenue in St. Paul. The GAI is the most prominent center for German language and culture education in the United States, and our mission is to connect people to a broader world through German language and culture. We operate two German Immersion preschools, a Saturday school, summer camps, and adult language classes for every level, in addition to producing a wide array of cultural programs throughout the year. The GAI is also a Goethe-Institut proficiency exam testing center and sanctioned Kulturgesellschaft.

Position Overview
The Office Manager is the primary point of contact for the GAI membership and public, both on-site and via phone and e-mail. The Office Manager oversees daily facility operations and provides support to the education, development, and cultural programming departments. He/she must have solid technology skills, the ability to organize and meticulously maintain data and electronic files, and be highly customer-service oriented.

Job Duties/Responsibilities

Office Management
- Serve as primary point of contact for phone, email, and in-person inquiries, providing outstanding customer service to GAI community members and the public
- Process incoming and outgoing mail, handle daily departmental mail distribution, and manage the organization’s indicia account with USPS
- Manage the GAI main calendar, coordinating space use with program staff and ensuring the calendar is up-to-date
- Set up registration page for language classes; Process event and class registrations; take payments; answer questions about events
- Maintain confidentiality of student, member, and donor records
- Monitor and replenish inventory of office supplies and peripherals, coordinate with program staff regarding supply needs for special events and projects
- Manage departmental budget, work with bookkeeper to review and process expenses and check requests
- Monitor print collateral and posted information in public areas to ensure it is stocked and up-to-date
- Provide cross-departmental support for special projects and events

Information Technology
- Maintain office equipment including computers, printers, phones, point-of-sale devices, etc.
- Serve as administrator for GAI systems and databases, setting up and maintaining staff accounts, access, and credentials, as well as managing website and domain hosting and renewals
- Maintain the GAI’s constituent relationship management database, entering and updating records, generating reports, creating forms, etc.
- Troubleshoot issues with office equipment, applications, and other technology as they arise, determining when to escalate issues to the external tech support team
- Serve as liaison to external tech support team. Assist in ordering, setup, and configuration of new/replacement devices

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Facility Management
- Serve as primary key-holder, opening the building most weekdays
- Coordinate with volunteer maintenance crew regarding projects and repair needs
- Schedule and oversee regular building maintenance, inspections, and equipment repair services
- Communicate with service providers regarding routine and emergency facility needs, and periodically re-evaluate pricing and services offered
- Ensure the building’s public areas are presentable and welcoming; contacting appropriate staff for follow-up if needed
- Manage and track building access and key distribution. Maintain master key set.
- Monitor facility supplies including COVID-19 sanitation supplies, first aid, linens and re-stock as needed
- Coordinate building cleaning schedule with cleaning crew, adjusting days/times for special events
- Monitor and update COVID-19 Preparedness Plan in accordance with current state and federal guidelines. Serve as primary point of contact for COVID-19-related procedures

Work Schedule
This position requires primarily on-site work, although a limited number of remote hours may be available on an occasional basis. The Office Manager can expect to work evenings and weekends when there is a major event (2 TO 4 times a year). An example schedule follows. There can be some flexibility with the ending time, depending on circumstances.
Monday through Thursday: 9:00 a.m. to 4:00 p.m.
Friday: 9:00 a.m. to 3:00 p.m.

Vaccination Policy
GAI requires all employees to be fully COVID-19 vaccinated; proof of vaccination must be submitted prior to the first day of employment.

Compensation and Benefits
Benefits include 100% employer-sponsored health insurance, paid-time-off (PTO at beginning rate of 5%) and 2 sick days, 11 paid holidays, annual IRA contribution, and free tuition for GAI language classes (50% reduction for spouse and children).

Required Qualifications
- Proficiency with Microsoft Office and G-Suite applications
- Minimum of 1 year experience in administration support or office management
- Commitment and interpersonal skills to provide outstanding customer service and community building
- Strong organization, database management, and record keeping skills
- Demonstrated ability to multi-task, work independently, and handle frequent interruptions
- Exceptional communication skills (oral and written)
- Comfortable with technology, ability to learn new systems and use creative problem solving to address issues as they arise

Preferred Qualifications
- An understanding of and connection to German culture, ideally having lived or traveled in Germany.
  Basic German language skills helpful, but not required
- Professional experience in the non-profit sector

Directions for Application
Send a cover letter and resume to Executive Director Jeana Anderson at janderson@gaimn.org. Please write Office Manager Application in the subject line. The application deadline is March 20, 2022, although interviews with highly qualified candidates could begin earlier. The position will remain open after the deadline if the right candidate has not yet been located.

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Work Environment and Culture
The Germanic-American Institute is in an exciting phase of visioning and growth. The annual operating budget has increased three-fold in the past 10 years and is currently $1.4 million. The GAI board of directors and staff has set a vision for advancing as the premier center for German language and cultural education in the United States. Candidates with a strong background or interest in German culture will find the position especially rewarding.

Working at the GAI allows for generous creativity, professional development, and the strong sense of contributing to the growth and advancement of a leading cultural institute. We have a small, hard-working and passionate team who enjoys good food, good coffee, and achieving great results.

At the GAI, we believe in and follow the following principles:
- Work-life balance, which includes flexible schedule options, healthy time-off and vacation options
- Stellar service to all organizational stakeholders
- Developing a sense of community among all who engage at the GAI
- Working with staff to capitalize on their strengths and interests and giving them the latitude to be creative in achieving results-oriented success.