



Job Title	ADMINISTRATIVE AND COMMUNITY MANAGER
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Supervisor	Executive Director
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JOB DESCRIPTION

This role will oversee the care and resourcing of The Festival Center (TFC) and serve as the administrative linchpin for The Festival Center's office space, vendors/tenants/partner organizations, and Festival Center team, all while infusing a dynamic and communal/relational approach into every aspect of their work.

This role will be two-pronged:

- **Administrative Operations:** Responsible for daily oversight of operations of TFC's office and administrative procedure planning, ensuring that all support needs and activities are carried out efficiently to allow other operations to function properly.
- **Community Management:** Provide support to the communication flow and care between vendors/tenants and TFC. Serve as a communication liaison to help build and maintain authentic community by providing customer service and use and/or create opportunities to connect, share, and grow the reach of TFC. Provide consistent supportive care to tenants.

RESPONSIBILITIES AND DUTIES

Administrative/Operational

- Communicate with all event space guests and provide hospitality for new organizations to the space
- Answer online inquiries for the space utilizing Office RnD software
- Manages all invoicing and vendor payments
- Ensures all business licensing and documentation is valid and up-to-date
- Have a competency of all platforms and systems of TFC, including Office RnD, Network for Good, Asana, Microsoft Office, Google Workspace, QuickBooks, Wordpress etc.
- Monitor and project staffing and partner organizations' needs
- Maintain efficiency in day-to-day operations
- Provide oversight and determine work schedules for hospitality staff and volunteers
- Provide support to development and fundraising work
- Lead and plan staff meetings
- Organize maintenance activities and communicate with vendors
- Manage inventory of office supplies and organize purchasing of new material
- Perform general office duties as needed
- Other duties as assigned

Community Management

- Ongoing monitoring of activity among tenants and listening to concerns and ideas
- Facilitate connections among tenants and guests
- Co-facilitate an editorial calendar with the Development and Communications Teams
- Work with Development and Communications Teams to help create internal and external content (blog posts, videos, newsletters, etc)
- Plan and facilitate internal community-building programs
- Measure and report community performance
- Manage staff or outsourced resources
- Other duties as assigned

**Requirements and Skills**

- Excellent communication and interpersonal skills
- Organizational and time-management skills
- Attention to detail
- Teamwork skills
- Ability to work independently and meet tight deadlines
- Excellent knowledge of electronic billing procedures
- Strong problem-solving skills
- Self-starter
- Flexibility and adaptability
- Strong attention to detail

Salary and Benefits

- This position will earn \$60,000 with health care and retirement
- Some hybrid working allowed, but the position will be 80% on-site