



**VISIT HUNTINGTON BEACH  
OFFICE MANAGER POSITION DESCRIPTION**

POSITION TITLE:	<b>OFFICE MANAGER</b>
CLASSIFICATION:	Full Time
STATUS:	Non-Exempt
REPORTS TO:	VP, Administration & Community Engagement
LAST REVISED:	December 10, 2021

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Visit Huntington Beach (VHB), the official destination marketing organization for Huntington Beach, CA, is seeking a highly organized full-time Office Manager. A 501(c)(6) non-profit organization, its mission is to market and sell Huntington Beach's Surf City USA® brand experience as the preferred quintessential California beach destination leading to increased visitor spending and enhanced quality of life for residents. Its programs include advocacy, marketing, advertising, media relations, group and travel trade sales, publications, visitor and partner services, and the Huntington Beach Film Commission.

VHB places an emphasis on teamwork; staff engagement and commitment; diversity, equity, and inclusion; professional development and accountability; community support; and sustainability. The small, but mighty, staff represents the best of Huntington Beach at a professional, high-quality, laid-back luxury level.

**Nature of Work**

The Office Manager takes primary responsibility for the administrative functions of VHB's day-to-day office management. Because this position balances a variety of responsibilities, a high degree of flexibility, a professional attitude, significant initiative, attention to detail, and the ability to prioritize multiple tasks with overlapping deadlines are required. The ideal candidate will have an understanding of administration, compliance, and bookkeeping principles in a non-profit environment, computer literacy, and the ability to work with a diverse group of people. VHB is a relatively small team of fewer than 15 employees. There are times when all team members work in unison on key projects that are both time sensitive and mission critical.

**Duties and Responsibilities**

**Office Operations and Management:**

- Create and monitor VHB's operations budget
- Maintain VHB's licenses (business, seller's), insurance (general liability, officer's & directors, auto, cyberbreach), and leases (office machines, vehicle) in good standing

- Maintain VHB's personnel, financial, and operations policies and procedures
- Procure, maintain, and organize office and kitchen supplies
- Oversee retail merchandise inventory and support online order fulfillment
- Provide for maintenance of office machines (printer/copier, phone system, etc.) as needed
- Maintain VHB vehicle and vehicle lease
- Manage office facilities and coordinate repair/maintenance as necessary
- Oversee procurement and operations vendor management
- Process incoming and outgoing mail daily
- Work with VP, Administration on office wellness program
- Coordinate staff and team recognitions and celebrations designed to strengthen team culture
- Front desk backup: answer and route incoming telephone calls, greet visitors, provide visitor information, sell merchandise
- General office duties including typing, filing, mailing, photocopying, data entry

**Financial:**

- Work with 3<sup>rd</sup> party accountant to
  - provide monthly financial reports for board meetings
  - manage bookkeeping functions including A/P and A/R
- Assist 3<sup>rd</sup> party accountant and tax representatives in conducting annual audit, preparing federal/state taxes, and providing monthly sales tax reports
- Process receipts, including bank deposits
- Maintain accounting files in a neat and orderly manner

**Human Resources:**

- Process new hires and ensure compliance with new hire reporting requirements
- Work with 3<sup>rd</sup> party HR representative to ensure HR compliance
- Assist with HR/personnel duties such as payroll distribution, medical insurance deductions, maintaining personnel files for compliance with State and Federal regulations, etc.
- Monitor employee benefits and create monthly staff vacation/PTO accrual reports
- Work with VP, Administration to ensure Cal-OSHA compliance, including IIPP and COVID safety policy

**Executive Office:**

- Provide clerical support to President/CEO, including making travel arrangements
- Assist President/CEO with project management and logistical coordination, as necessary

**Board Relations/Governance:**

- Coordinate quarterly board of directors meetings, monthly executive committee meetings, and other committee meetings as necessary: ensure Brown Act compliance, work with CEO to schedule meetings, post meeting agendas, take and maintain meeting minutes, track attendance, and coordinate meeting details (location, food & beverage, etc.)
- Support for board governance, including board orientation for new members and compliance with Form 700

**Other:**

- Represent VHB at off-site community, City, and local organization functions

- Performs other related duties as required and assigned

### **Knowledge, Skills and Requirements**

- Bachelor's degree or equivalent job experience in non-profit management or office management. Minimum 5 years' experience preferred.
- Extremely detail oriented with demonstrated ability to prioritize, manage time efficiently, and meet deadlines
- Advanced proficiency with PC computers using Microsoft 365, Dropbox, Blackbaud Financial Edge, budget software, and Adobe Acrobat Professional. Ability to type accurately at 50 words per minute.
- Experience creating and managing a budget
- Demonstrates integrity and honesty to present accurate and appropriate information
- Exercises excellent judgement in regard to confidential and sensitive information
- Outstanding interpersonal and communication skills, both oral and written
- Ability to communicate clearly and effectively with the public, partners, and staff in person or via telephone/video call in a professional, positive, and friendly manner
- Ability to gather, compile, compose and edit information in a concise, extremely accurate manner
- Knowledge of business English and grammar
- Knowledge of office methods and procedures
- Ability to represent VHB in a positive, enthusiastic, and professional manner
- Ability to be tactful and courteous and display an appropriate public image when representing VHB
- Professional manner and dress
- Knowledge of Huntington Beach and Orange County visitor amenities a plus
- Must have use of vehicle, valid California Driver's License, and auto insurance for use while on VHB business
- Must be able to lift up to 40 lbs. and transport equipment and materials for use during VHB programs

### **Abilities**

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Written Comprehension — The ability to read and understand information and ideas presented in writing.

- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

### **Physical Demands**

Able to meet the physical demands of the position, including carrying loads up to 40 lbs., purchasing and restocking supplies in low/high cabinets, standing, and sitting for entire shifts. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Compensation & Benefits**

- Market competitive salary
- Health, vision, and dental insurance
- Flexible spending account
- Retirement Plan with employer contribution and Life & Disability Insurance benefits
- Paid Time Off, Vacation, and Holidays
- Flex schedule
- Modern, professional, Surf City USA® lifestyle office environment with standing desks and kitchen stocked with beverages and snacks

To apply, send a cover letter, resume, and salary requirements to [nicole@surfcityusa.com](mailto:nicole@surfcityusa.com), with the subject line “Office Manager Position”, by Sunday, January 2, 2022. No phone calls, please.

Visit Huntington Beach welcomes diversity and is an equal opportunity employer. It does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, gender, gender identity, sexual orientation, marital status, national origin, disability, handicap, veteran status or any other category protected by law.