Office and Administration Manager
Job Description

The Ipswich River Watershed Association seeks a full time Office and Administration Manager (OAM). The OAM helps to meet Ipswich River's goals by providing critical administration and fundraising support needs. In addition, the OAM provides front office and operational support for all organizational programs, staff, and visitors. The Association is a member-driven organization working on behalf of our natural environment and the more than 350,000 residents and businesses on the North Shore who rely on the Ipswich River for their source of drinking water. We use science, education, storytelling, and advocacy tools to build out effective programs that protect the Ipswich watershed and inspire people to take action and provide support.

The position is part of the organization's Development and Engagement team and reports to the Director of Development and Engagement.

Key Responsibilities:

Membership and Development

- Process gifts using our Customer Relations Management system, Bloomerang. This includes the accurate and timely processing of all gifts, the commitment of funds, and preparation of deposits.
- Manage the execution and timely mailing of all gift acknowledgements, including a library of standard and special gift acknowledgement letters.
- Reconcile transactions with the bookkeeper monthly to ensure accurate gift reporting.
- Maintain and update accurate donor records in the database.
- Assist with the segmentation and execution of the annual appeal by running queries, sending emails, merging and printing, etc.
- Administer membership renewal and acquisition solicitations.
- Coordinate with the Outreach and Membership Manager on the production and management of member and donor engagement materials (Annual Appeal reply cards, flyers, etc.).
- Manage the entire mailing process by acting as the main point of contact with our outside printer, scheduling volunteers for assembly of mailing, and delivery to the post office.
- Provide administrative support to the DDE for grant production, tracking, and reporting.
- Manage the organization’s general correspondence accounts including digital and paper mail and phone messages: Respond quickly and professionally.

Front Office Management

- Act as the Association’s first positive impression by greeting, welcoming, and assisting visitors.
● Manage online store and fulfill orders for books and other items.
● Manage the Association’s support systems like printers, phone, alarm, mail meter, mail funds at Post Office account, cleaning, heating, and office supply orders, as needed.
● Prepare and submit required business-compliance forms and reports.
● Help prepare materials for annual audit (substantial contributors report, schedule of donated goods and services, schedule of fundraising events and board list)
● Maintain visitor experience materials and informational at its Riverbend Reservation headquarters
● Liaise with employee Health and benefits agent and providers
● Support rental tenant relations

Events

● Provide planning and execution support for member engagement and fundraising events.

Preferred Skills and Experience

● Database management experience required; CRM software experience preferred
● Proficiency with Microsoft Office Suite (Word, Excel, and mail merge function) required
● Customer service/support experience required
● Strong organizational skills and ability to manage multiple projects simultaneously required
● Strong administration skills required

Exceptional attention to detail required; please elaborate on your strength in this area in your cover. We recognize that experience can be gained in various ways: lived, professional, volunteer, and other experience and encourage candidates who may not believe they meet all of the described qualifications to consider what they can contribute to IRWA and apply. Ipswich River is an equal opportunity employer.

The Ipswich River Watershed Association is a fast-paced and team-oriented work environment. The position is based at our Riverbend headquarters on the river in Ipswich, with a hybrid option. This position is full-time, salaried reporting to the Development and Engagement Director. Compensation is $50-60,000 commensurate with experience. The position includes benefits including health, dental and vision insurance, retirement, liberal paid time off and an HAS.

Application Procedure

To apply, send a resume and a cover letter explaining how the position would complement your career goals and how your talents and experience would help advance the Association. Resumes will be accepted until the position is filled. The most recent posting will be maintained at www.ipswichriver.org and will be removed promptly once the position is filled.

Please send cover letter, resume, and writing sample by email to:

Wayne Castonguay, Executive Director
wcastonguay@ipswichriver.org