

## **Portsmouth Community Radio Office Manager *Job Description***

*General Description:* Portsmouth Community Radio's Office Manager is the key administrative support staff person, responsible for maintaining the station's "institutional memory," that is, developing and managing the radio station's records, documents, various databases and files, as well as providing administrative/clerical support for the General Manager and others, and supervising others in administrative support activities.

*Required Skills:* Good organizational and interpersonal skills; attention to detail; respectful in use of authority; discretion with confidential information

*Reports to:* General Manager (*In the absence of a GM, to Chair, Board of Trustees.*)

*Responsibilities/Authority:*

- Collect and maintain information, either in digital/database or physical/paper form or both, regarding members, donors, volunteers, program hosts, trainees, program guests, underwriting contracts, and requests from Department Managers
- Train, schedule and supervise other volunteer office staff to assist in administrative support activities, including development and management of office coverage and a phone answering schedule
- Develop an office budget for Board approval and manage it
- Maintain office supplies, soliciting donations of them from volunteers and others when possible and appropriate
- Collect and distribute the mail; maintain Program Hosts' mailboxes
- Assist Facilities volunteer(s) as necessary in keeping the station's space organized and clean; keep office space organized and clean, including supply closet
- Greet visitors to station, answering questions, making introductions
- Greet program guests, provide introductions, make them comfortable, collect their completed guest forms; follow up with thank-you letter and member application.

Approved by Board of Trustees February 2012

- Provide, collect and file any forms used by Department Managers and Program Hosts
- During pledge drives, assist Pledge Drive Chair in coordinating administrative support activities
- Assist in the trafficking of on-air announcements as needed (underwriting announcements, program “ticklers,” Community Calendar, Music Calendar, etc.)
- Generate radio station correspondence as needed/requested
- Generate monthly report to Board of Trustees as to new members, new volunteers, number of program guests and live, on-air performances, and number of newly trained volunteers
- Maintain bulletin boards and other area for postings, posting only information that has been approved by General Manager, cycling old information off; move old information to a scrapbook, filed by calendar year
- Maintain and post up-to-date list of key station personnel with normal and emergency contact information