

## **OFFICE SUPPORT - GENERAL**

July 2021

### **Responsibility**

- The primary function of the Office Support General is to support the SACA Office Team to coordinate and facilitate the SACAs events, programs, facilities and resources while also performing general duties in the office such as managing rental inquiries and providing excellent customer service. The GM hires and supervises all Office Support personnel.

### **Competencies**

- The Office Support General possess:
  - a. Excellent interpersonal skills
  - b. Excellent knowledge of computer based office environments
  - c. Familiarity with the community of Scenic Acres
  - d. Willingness to further the mission and vision of the SACA

### **General Duties**

- The Office Support General:
  - a. Supports and performs various duties assigned by the GM
  - b. Handles customer inquiries
  - c. Schedules and manages facility rentals
  - d. Processes in-person program and event registrations
  - e. Updates and maintains the SACA membership database
  - f. Processes and records in-office financial transactions
  - g. Maintains digital and paper files related to the SACA's operations
  - h. Ensures facility is clean and in good standing
  - i. Sets up furniture as required for SACA programming
  - j. Periodically hosts or supports hosting SACA events
  - k. May be asked to periodically be on call to support facility rentals
  - l. Flexibility to provide cover for the GM and other staff as needed is an asset

### **Evaluation**

- The GM sets direction for the Office Support General and assesses performance. An Executive Director can assist with assessment if required.