

Position Description

Office Manager

The Office Manager is responsible for ensuring the smooth running of the U3A Office during advertised opening days and times. The Office Manager attends, and reports to the U3A SP Committee meetings.

Office volunteers are the face of U3A SP. The Office Manager is responsible for managing office volunteers, and ensuring that volunteers on duty during office hours understand their duties and understand U3A SP policies and procedures

The Office Manager is expected to follow the guidelines set down by the U3A SP Committee of Management and the Rules of Association, Code of Conduct and Privacy Policy.

Specific duties

1. Arrange UMAS training and rosters for office volunteers and ensure they:
 - understand U3A policy and procedures;
 - are familiar with courses, tutors and with the U3A website;
 - are aware of and understand U3A volunteer positions;
 - encourage visitors to the office to engage in volunteering.
2. Advise volunteers of their rostered times and ensure there are a minimum number of volunteers on duty to meet the needs of Members.
3. Along with another office staff member, interview and arrange training for new volunteers under probationary period.
4. Attend monthly meetings of U3A SP Committee of Management and prepare monthly report for the Committee
5. Liaise with MPSC re any building maintenance required, advise maintenance team and keep records in the Maintenance Book.
6. Follow up on completion of maintenance requests.

The following duties may be carried out by the Office Manager, or assigned to trained volunteer office staff:

1. Place sandwich board sign and banner out front of building.
2. Turn off answering machine and deal with messages.
3. Answer phone calls as required and record messages where necessary.
4. Monitor office@u3asouthpen.org.au emails, and deal with accordingly.

5. Greet members and prospective members and deal with queries as requested.
6. Provide prospective members with application form and discuss courses they would like to join.
7. Enter all information into UMAS and if necessary, show new members how to access the UMAS system using their member number and password.
8. Update member details when requested.
9. Keep the folder boxes up to date for Tutors.
10. Print out attendance sheets as needed after checking if all members are financial and if not, advise Member Coordinator to follow them up to arrange payment.
11. Assist new tutors as they familiarize themselves with the procedure of opening the building, office, room key, safe, tutor folders and the location of rooms in the OSOD building.
12. Arrange folder for new courses and insert attendance sheet.
13. Keep supplies for office, photocopier and printers up to date.
14. Have welcome packs ready for new members.
15. Have lists and posters of courses vacancies and new courses ready for distribution as provided by the Course Coordinator
16. Collect money from members in relation to membership and extra course payments and enter on UMAS to reflect payments made.
17. In liaison with the Treasurer:
 - Keep correct records of money being paid by members using receipt books and recording of payment in Eftpos book as per the system in use ensure it reconciles.
 - Bank cash/cheques at end of day.
 - Enter all payments into Reckon and balance to show money collected on that date; print out record for the day and back up Reckon.
 - Check bank account to receipt payments that have been made by direct deposit and write receipt then enter these in reckon and UMAS
18. Once a month email copy of the Print Out Counter from the Toshiba photocopier and record date when sent.

19. Organize regular servicing of photocopier
20. Photocopy any material that Tutors may require when requested and provide training in the use of the photocopier.
21. When required, contact members who do not have an email address via telephone or personal letter.
22. Post out Newsletters to members who have no email.
23. Display notices as requested.
24. Set up and organize paperwork/flyers for various events e.g. Seniors morning Tea, Australia Day, AGM, Enrolment days
25. Keep information folders up to date and visible for reference.
26. Remove any out-of-date information when necessary and make sure all personal information is shredded.
27. Keep office clean and tidy and functional including vacuuming the office and rooms 4 & 7 and cleaning the kitchen including emptying of bins.
28. Make members feel welcome and ensure privacy is available if required.
29. Help Tutors when requested.
30. Ensure everything is locked and turned off before leaving.
31. Check mail at Post Office.
32. Monthly monitoring of defibrillator machine in foyer.

Data Privacy & Security Statement

U3A SP must comply with OVIC privacy legislation and respect the personal information of individual members. Volunteers are advised that any member details may only be used for U3A SP purposes. Volunteers must not release or permit the release of this information without the consent of the member involved except in an emergency. Any digital or written paperwork relating to U3A Members must be kept confidential and disposed of in a secure way. (A shredder is available for use in the U3A Office).

The U3A SP [Privacy Policy](https://u3asouthpen.org.au) Statement is available on our website, <https://u3asouthpen.org.au> .