



Executive Assistant & Office Manager

Job Title: Executive Assistant & Office Manager
Department: Operations
Reports to: Chief Executive Officer
Salary Range: \$71,000-\$75,000
Location: San Francisco/Groveland

About Tawonga

Tawonga's mission is to provide educational and recreational programs for children, adults and families that foster self-esteem, lifelong friendships and community, connections with nature, commitment to justice, and positive Jewish identity and spirituality. We run programs at our residential campsite next to Yosemite National Park and in the Bay Area, serving over 5,000 people a year.

About Camp Tawonga's Culture

At Camp Tawonga, we are a caring, collaborative, joyous group of professionals who take great pride in fulfilling our mission and having fun while doing it. We have deep respect for our community, the children and the families who participate in our programs; for nature and the physical world; and for the Jewish value of "tikkun olam" – repairing the world. Our team has taken many different paths to arrive at Tawonga, from growing up as campers at Camp to being brand new to working at a summer camp or even a nonprofit. We are a Jewish organization, and we welcome and are inclusive of all staff and community members, Jewish and non-Jewish alike. We are committed to JEDI (justice, equity, diversity and inclusion) and the ongoing reflection, learning and action required to be aligned with these values and create and sustain a race equity culture.

Equal Opportunity Employer

Camp Tawonga is an Equal Opportunity Employer, values diversity and is committed to being an equitable and inclusive environment for all employees. We are committed to building a team that represents a variety of backgrounds, perspectives and skills, and to hiring people of color, LGBTQ+ individuals and women. All employment is decided on the basis of qualifications, merit and organizational need.

Job Purpose and Description

The Executive Assistant and Office Manager ensures the smooth day-to-day operations of Camp Tawonga by supporting the CEO and other key leadership positions, providing excellent customer service to families, managing the San Francisco office, and serving as a liaison to the board of directors.

Essential Duties and Responsibilities

- Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Support Chief Executive Officer (CEO) and Chief Operations Officer (COO)

- Provide high level operational and administrative support to CEO and COO as needed
- Serve as key liaison between CEO/COO and key internal and external partners, clients, institutions and other stakeholders, providing excellent communication and customer service.
- Responsible for meticulous calendar management, including planning meetings, coordinating recurring check-ins and communicating with multiple parties to schedule events.
- Complete invoicing, expense reports, reimbursements and travel arrangements for individuals and groups.
- Assist in the management of organizational budgets.
- In collaboration with the Development Director, support the CEO's cultivation and stewardship of donors including but not limited to drafting regular correspondence and emails and planning events and meetings.
- Conduct, analyze, and synthesize research (for example comparing potential vendors, venues, or products); present findings to CEO/COO and generate recommendations as appropriate
- Assist the COO in gathering, organizing, and submitting requested information and documentation to various reporting agencies, county entities, and our insurance broker to support compliance and insurance requirements.

Serve as Liaison to Board of Directors

- Serve as liaison and concierge to board members ensuring they have what they need to engage effectively
- Oversee board and committee rosters and calendars, plan and execute meeting and retreat logistics, manage board communications
- Record minutes during meetings and distribute them to board members post-meeting
- Event plan retreats (2x/year), dinners and support fundraising events
- Manage Boardable platform
- Prepare board meeting materials and presentations
- This role handles confidential and sensitive board communications and requires excellent judgment

Customer Service

- This role is often the first point of contact for families and community members and plays a critical role in shaping their experience of Tawonga
- Represent Tawonga with warmth, professionalism and care
- Manage info@tawonga.org and phone line, providing excellent customer service
- Support Ruach Ride (summer camp bus pick-up and drop-off)

Office Management

- Take initiative to maintain the office as a clean, organized, welcoming and functional space for all employees.
- Liaison with the property management (landlord) as needed to ensure smooth functioning
- Liaison with vendors regarding IT, copiers, postage machine and off-site file storage
- Ensure security is notified of all expected guests
- Greet guests upon arrival in reception area
- Receive and sort mail and packages, take outgoing mail to the post office

- Ensure the office is well-stocked with office supplies, drinks, and snacks. Regularly inventory and organize office supplies and place orders as needed.
- Staff Meetings - Schedule regular staff meetings both in-person and on Zoom, collect and distribute agendas, take minutes and share them, facilitate meetings or arrange facilitation through sign-ups, order lunch for staff once a month.
- Serve on a team to support staff morale, take the lead with special event planning (birthdays, baby showers, end of summer picnics, farewell lunches, summer send-off, holiday parties, etc)
- Work collaboratively with the COO to serve as the primary point of contact for day-to-day IT operations and technology support, coordinating with IT and external partners for advanced troubleshooting across both the Bay Area office and on-site camp locations.
- Serve as a member of the Admin Team and complete administrative projects as assigned
- Support large-volume mailings and packet compilations and filing
- Software oversight, serving as administrator and managing users on Google, Zoom, Boardable JotForm, among other software
- Assist with additional general office tasks as needed.
- Support with lost and found being sorted, inventoried, and returned to families or disposed of in a timely manner after programs.
- Maintain storage spaces in a clean and organized manner.

Professional Development

- Research and participate in relevant, ongoing, continuous professional development as it pertains to the role and/or business needs (e.g., executive assistant best-practice trainings, Nonprofit board governance support, Google Workspace admin learning, and more)

Training, Experience, Skills, and Qualities

Required

- Excellent verbal and written communication skills in English
- Excellent interpersonal and customer service skills
- Highly organized and attentive to detail
- Excellent time management skills
- Ability to see projects through to completion within set deadlines; proven track record of excellent follow-through and accountability
- Ability to prioritize tasks and execute multiple projects simultaneously in fast-paced environment
- Ability to troubleshoot basic tech issues and train other staff on low-level IT skills/systems
- Comfortable learning new technical/computer skills as they arise
- Proficient in Google Suite including Drive, Calendar, Gmail, Docs, Sheets, Slides and Forms
- Commitment to supporting Tawonga's efforts to promote justice, equity, diversity and inclusion in all programs

Preferred

- Enthusiasm for Tawonga's mission
- Self starter and ability to work independently
- Flexible and able to meet changing work needs and demands
- At least two years of experience working in an office environment
- At least one year of prior administrative experience as Executive Assistant and/or Office Manager

- Positive, can-do attitude, solution-oriented
- Experience with Canva, Google Admin, and/or Boardable

Supervision

- This position reports directly to the Chief Executive Officer

Software

This position will heavily use the following types of software:

- Google Suite (Docs, Sheets, Slideshows, Forms, etc)
- Gmail and Google Calendar
- CampMinder (camper/family database)
- Ramp (credit card and expense reimbursement)
- Zoom and Zoom Phones
- Boardable

Physical Demands

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations will be made that enable people with disabilities to perform the essential functions:

- Typing, writing, reading, hearing, and speaking
- Use of hands and fingers to operate office equipment, especially a computer
- Standing, walking, kneeling, and frequent sitting with some lifting up to 30 pounds

Worksite

- This role is a **flexible/hybrid** position. Camp Tawonga will provide a company laptop, mouse, keyboard, and reasonable accommodations as needed to ensure the employee can work from home.
- Tawonga's year round team currently works mostly remotely with a few days in the SF office per month and frequent trips to our Groveland site. We may be returning to the office for more in-person days per month in the future.

Work Environment

- Noise level is moderate

Special requirements

- Willingness to work on evenings, weekends and holidays as needed

Normal working hours

- During the off-season, hours are flexible while completing tasks associated with job description, and while meeting deadlines; normal office hours are 9 a.m. until 5 p.m.
- During the summer, share coverage for parent communication after hours with other San Francisco-based staff according to a pre-assigned rotation.
- When at Camp for programs, the camp programmatic day runs from 8 a.m. until 10 p.m., and sometimes longer.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties and/or responsibilities that are required of the employee for this job. Job duties, responsibilities and activities may change at any time with or without notice based on the needs of Camp Tawonga.

Compensation and Benefits

This is a full-time, exempt, year-round, and benefited position. The pay range for this position is \$71,000-\$75,000. Camp Tawonga offers a competitive compensation package which includes medical, dental, life insurance, retirement with company match and contribution, and paid sick and vacation leave.

To Apply

To ensure consideration, please submit a resume and cover letter explaining your qualifications for and interest in the position. Please send applications to applications@tawonga.org with, "Executive Assistant and Operations Manager", in the subject line. Applications will be accepted on a rolling basis, and Tawonga is seeking to hire for this position as soon as possible.