

Job Title: **Office Manager**
Department: Administration
Reports To: Managing Director



WORLD
FORESTRY
CENTER

Status: 30 Hours/Weekly, Exempt

Updated: March, 2026

World Forestry Center (WFC) is a 501(c)(3) nonprofit organization located in Portland's Washington Park with a vision for the future in which everyone connects forest health to their own well-being. For over half a century, WFC has brought people and forests back together. Our mission – to create and inspire champions of sustainable forestry – is centered on people. Our focus is not on forests alone, but rather on how people think, act, and relate to them.

Position Overview

The Office Manager is responsible for ensuring that the office and systems at the primary WFC campus run efficiently and smoothly. This position serves as the “glue” for the organization and must have a customer-service focus to help all staff succeed in their roles. This includes covering reception duties, mail services, maintaining office equipment and supplies, providing human resources, finance and IT support while supporting WFC with other administrative needs, as outlined below. This position may also complete other duties that may be assigned from time to time and that fit within the scope of the Office Manager position. This position reports to the Managing Director.

Responsibilities

Office Administration:

- Provides general office administration for the campus, including answering front door, answering, screening, and directing incoming calls and emails, and maintaining organizational calendar, including reserving conference spaces, as needed. The primary work location is at the front desk, and the Office Manager is responsible for greeting people as they arrive at WFC.
- Trouble shoots office equipment, as needed. Keeps copy room organized and stocked, ordering supplies as needed. Ensures machines are operational, maintains lease, contacts vendor support as needed for maintenance.
- Maintains supply orders in downstairs kitchen and upstairs conference room; ensures both areas stay organized, clean and stocked.
- Opens, processes, and distributes all incoming mail according to established internal office procedures.
- Assists in maintaining and updating campus policies and procedures.

Fiscal Support:

- Serves as back up to Finance Manager in their absence.; cross-trained to administer payroll.
- Conducts periodic audits of benefits providers and helps file annual reports for 401k benefits, as an example.
- Works with Managing Director and Finance Manager to resolve fiscal issues, as needed.

Information Technology:

- Serves as liaison with IT contractor to problem solve technology issues, replace and set up equipment when needed, and resolve access issues.
- Maintains a log of all IT licenses, including type and user assignment; responsible for conducting annual technology audit of all users and assignments.
- Help stabilize an electronic document storage system across the organization.

Human Resources:

- Responsible for providing support for new employee hires and terminations, including updating and posting of job descriptions, the facilitation of background checks, creation of onboarding packets, employee name badges, workstation set up (including phones, laptops, and other work equipment) and set up/removal of IT system access. Provides support in purchasing of new equipment, as needed.
- Serves as back-up liaison to HR/Payroll company
- Facilitates the onboarding and offboarding process of employees through the designated payroll company.
- Maintains and updates employee files on campus as well as with the designated payroll company.
- Serves as lead benefits liaisons at WFC, overseeing annual renewal processes, benefits improvements and compliance reporting.
- Help establish and support 401(k) Plan Oversight Committee
- Assists in creating a “best-in-class” work environment at World Forestry Center.

Other Administrative Duties:

- Manages the WFC parking passes, both temporary and permanent and handles annual distribution of employee REAP cards.
- Serves as a liaison to WFC tenants including monthly lease invoicing, arrangement of meeting space on campus and lease renewal.
- Provides support for all staff meetings, including Safety Committee, and Culture Committee
- Assists Executive Director with logistics and support for Board/Committee meetings.
- Completes all other responsibilities as assigned by supervisor.

Qualifications:

- Requires minimum of three years of relevant experience.
- Must have excellent interpersonal and communication skills. Experience interacting with the public, greeting visitors, answering calls and questions.
- Exceptional customer service skills.
- Maintains confidentiality around employee and organizational data and works in concert with Finance Manager, Managing Director and Executive Director as needed with confidential information.
- Requires ability to work as a team and independently.
- Must have exceptional organizational skills and task orientation.
- Experience with and ability to operate common office equipment such as multi-line telephone phone, computer, copy machine, etc.
- Must be proficient in Microsoft Office products such as Word, Excel, PowerPoint, SharePoint and Teams to support WFC staff, as needed.

Additional Position Information:**Requires:**

- This hybrid position requires in-person availability but allows for remote work opportunities.
- Frequent computer and phone usage and occasional extended periods of standing and sitting.
- May require some weekends, early mornings, and late evenings.
- Valid driver’s license desired; access to a vehicle will be necessary for occasional errands or logistics needs.
- The ability to lift 20lbs and be physically able to climb stairs and walk a 5.5-acre campus.

World Forestry Center is an equal opportunity employer and does not discriminate in its selection of candidates for employment based on race, color, national origin, religion, sex or sexual orientation, marital status, disability, age, military service, family medical history, legal source of income, gender identity, political affiliation, or family leave obligations.

WFC offers a competitive salary and a full benefits package. Compensation is commensurate with experience. WFC reserves the right to add or change duties at any time.