

## **Resounding Joy**

### **Office Manager**

#### **Resounding Joy Background Information:**

Barbara Reuer, an internationally-recognized leader in music therapy, founded Resounding Joy in 2004 and has guided the organization's growth from a group of volunteers with a closet of instruments to San Diego's primary nonprofit provider of music therapy. Resounding Joy provides music therapy to the community through four programs designed for underserved populations: Semper Sound, Mindful Music, Sound Minds, and Healing Notes.

- Semper Sound is devoted to working directly with service members and veterans with combat-related stress and trauma.
- Mindful Music trains volunteers to use recreational and supportive music with seniors of all abilities.
- Sound Minds facilitates weekly sessions at high school infant centers, providing teen parents an opportunity to reconnect with their children during the school day.
- Healing Notes provides free music therapy to improve medical outcomes and quality of life for children struggling with severe or life-limiting diagnoses.

During 2017, Resounding Joy's team of board-certified music therapists will reach over 1,300 individuals (7,000 contacts). An additional 2,000 individuals will benefit from volunteer-led supportive or recreational music. In alignment with its mission, the vast majority of Resounding Joy's services will be provided free of charge.

#### **Essential Functions:**

The Office Manager provides accounting/bookkeeping services and assists in numerous and varied projects including the planning of special events, managing critical administrative projects, and providing customer service.

#### **Duties and Responsibilities:**

1. Bookkeeping – record and input earned and contributed revenue, pay invoices, make bank deposits, and communicate with third party accounting service.
2. Data Management – record contributed revenue and donor activities into donor database.
3. Donor Acknowledgement – send thank you letters and make thank you calls to donors.
4. Customer Service – answer phones, field questions from clients and volunteers.
5. Administrative Assistance – assist CEO (copying and scanning materials, postage, filing) and order office supplies as needed from appropriate vendors.
6. Event Management – record all event registrations, lead registration teams at large events, and process transactions using event software.
7. Records Management – track relevant registrations and apply for renewals as needed.
8. Human Resources – assist with HR tasks, input payroll info, perform background checks, and provide preliminary orientation for new volunteers and employees.
9. Exercise good judgment and confidentiality in dealing with volunteers, donors, and staff.

10. Attend and participate in event-related activities and meetings as requested by Executive Director.
11. Provide limited technical support with printers, computers (both Mac and Windows), and internet connection.
12. Limited nights and weekends required.
13. Assist with other related tasks as needed.

**Qualifications and Requirements:**

1. Required:
  1. Passion for Resounding Joy's mission.
  2. Knowledge of bookkeeping and accounting principles.
  3. Must demonstrate record of high academic standards.
  4. Superior oral and written communication skills.
  5. Must function well in group and team settings, as well as independently.
  6. Must be flexible and handle multiple tasks simultaneously and perform effectively and expeditiously under tight deadlines.
  7. Must be able to pass background check.
  8. Must have reliable transportation.
  9. Must possess interpersonal skills that excel in cultural sensitivity and respect for differences.
2. Desired:
  1. Experience with specifically nonprofit accounting principles
  2. Experience using QuickBooks for an organization with a budget of more than \$100,000.
  3. Knowledge of fundraising and communications software, such as GiftWorks or other CRM.
  4. Knowledge of human resources and nonprofit tax classification requirements.
  5. High level of comfort troubleshooting technical and connectivity issues.

**Reporting Relationships:** Supervised by the CEO

**Salary and Time Commitment:** Position requires 15-20 hours per week, with the possibility of additional hours. Long-term organization goals include making this position full-time. Salary negotiable. Schedule is flexible with other benefits as position grows.

**Contact:**

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