Job Description: Office Manager

Manage the admin@themuse.org.nz email account:
- Check for emails regularly
- Respond to emails in a timely manner
- Keep the Inbox tidy and emails sorted
- Action emails as required

General communication with clients:
- Write and email out the Coming Up @ The Muse newsletter using MailChimp, every two to three weeks
- Keep The Muse website up-to-date (uses SilverStripe), including course information, booking forms, PayPal buttons
- Work with Nikki Berry on Facebook updates and events

Course information:
- Set up new courses on The Muse website
- Manage course information for participants, payments, confirmations, cancellations, etc
- Promote courses by emailing radio, newspapers, etc
- Create a course participant list for the tutor
- Send out an evaluation after each course (uses Google Forms)
- Analyse evaluations and provide feedback to the tutor

Manage the membership club, Friends of The Muse:
- Implement ideas for increasing membership
- Send out subs due letters and emails as appropriate
- Send out 'late sub' reminders
- Follow up with enquiries
- Emails out a Friends newsletter once every quarter

Accounting:
- Use Xero accounting software to code income and expenses
- Provide receipts for payments and donations
- File GST return with IRD every two months
- Set up payment of invoices as required

Customer database:
- Manage The Muse database in Access
- Add new members, update details, generate reports as needed
- Backup the database every month

Grants:
- Support Jacinta O'Reilly with grant applications

Products used:
- Access database
- Dropbox
- Google Docs and Forms
- MailChimp
- Xero
- Excel or similar
- CutePDFwritter or similar