

**Position: Office Manager and Client Services Representative**

*Bromelkamp Company's mission is to foster the work of grant makers and community lenders through technology and advice that enables effectiveness and innovation. Our vision is that our clients are free to focus on the mission of their own organizations because of us.*

**Client Services Representative 50%**

- Conduct Client Satisfaction Surveys (each client once a year) and prepare monthly report on survey results in email
- Set up and monitor workflow to contact CEOs six months after client surveys
- Manage client training (webinars) and product demonstrations
- Assist in planning and administration of Bromelkamp Academy
- Maintain and update company website
- Assist in maintaining up-to-date client database
- Work with Team Reps to produce monthly newsletters (collect content, format layout, and send)
- Prepare client training materials as needed
- Assist Consulting Team with client support when needed (answer phones, enter cases)

**Office Manager 50%**

- Facilities management and maintenance (housekeeping, equipment maintenance & support, order supplies)
- Assist during staff transitions (password changes, set up accounts, etc.)
- Manage daily deposits
- SharePoint maintenance / support
- Serve as IT support contact
- Answer phones & doors (on-site 8:00-5:00, except by arrangement in advance)
- Manage internal and external correspondence (email, mail, packages, etc.)
- Take minutes at Consulting Team and Multi-Team meetings
- Company cell phone administration
- Set up and tear down for quarterly staff meetings
- Social events/projects (plan staff events, staff and client cards, etc.)
- Special projects as needed

**Compensation**

An overall compensation package will be determined based upon experience within the range of \$40,000 to \$57,000. This includes a salary of \$30,000 to \$36,500 plus an excellent benefit package: fully paid health insurance for you and your dependents; Health Reimbursement Arrangement (HRA); fifteen days paid leave (includes vacation and sick time - plus an additional day for each year you are with the company); hour-for-hour 'comp' time; life & short term and long term disability insurance; day care flexible spending account (up to \$5,000 allowable max annually); tuition reimbursement (up to \$5,280 allowable max annually); bus passes; bonus plan; 100% charitable contribution matches; and 'dollars for doing' matches. After six months of employment you are eligible for an IRA-SEP pension plan, which has historically been an additional 25% of your gross salary deposited tax free in your retirement account.

## **Applications**

Find out more about our company at [www.bromelkamp.com](http://www.bromelkamp.com). Then, please send resume with cover letter outlining both your relevant experience and the reasons for your interest in this position to: Terri Joski-Lang, Vice President (Terri@bromelkamp.com). Resumes without cover letters will not be considered.

## **Qualifications**

Experience with and an understanding of MS Windows and MS Office Professional and SharePoint preferred. Understanding of Philanthropy and the grant making process is also desirable. The ideal candidate must possess excellent communication skills, both oral and written, and strong desire to obtain customer satisfaction.