



ROOTS of PEACE

TERMS OF REFERENCE

Position: Office Manager
Reporting: CEO
Location: Office in San Rafael, CA; in person
Start Date: August 2022

Roots of Peace is a humanitarian organization that has worked in war-torn countries around the world to remove the remnants of war, landmines and unexploded ordinance, and restore the land in order to rebuild peaceful communities for generations to come. Their award-winning methodology is rooted in a philosophy of providing market-driven solutions tailored to rural communities in war-torn lands, serving as a catalyst for industry-wide development. The Roots of Peace “Mines to Vines” approach has impacted over one million farmers and families. By removing landmines, the land is no longer held hostage by war.

With the help of Roots of Peace, farmers are addressing the key challenges to increased income by applying modern technology and farming techniques that result in increased yields and sustainability. Roots of Peace has impacted over 1.1 million farmers and family members, spanning in Afghanistan, Angola, Cambodia, Croatia, Iraq and Vietnam.

In Afghanistan, Roots of Peace have facilitated the export of fresh and dried fruits, nuts and spices to new markets in India and U.A.E. and increased agricultural exports from \$250 million in 2019 to over \$1.4 billion in 2020. Roots of Peace is implementing the Agricultural Marketing Program (AMP) and Community Based Agriculture and Rural Development (CBARD) in Afghanistan.

Description of Role:

This position is responsible for organizing and coordinating administration duties and office procedures. The position will ensure the day to day operations run smoothly at the Roots of Peace international headquarters in San Rafael and strive to create and maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication and safety.

Responsibilities:

- Manage the day to day operations of the Roots of Peace headquarters in San Rafael
- Work closely with Heidi Kuhn, CEO and Founder of Roots of Peace to offer administrative support, manage calendar and schedule meetings and appointments
- Provide general administrative support to employees

- Create regular reports and update internal databases, use Salesforce to record donations when necessary and process donor response
- Respond promptly to managers' queries
- Facilitate internal communication (e.g. distribute information and schedule presentations)
- Suggest more efficient ways to run the office and troubleshoot malfunctions
- Serve as the point person for office manager duties including:
 - Maintenance
 - Mailing
 - Supplies
 - Equipment
 - Bills
 - Errands
 - Shopping
- Organize the office layout and order stationery, kitchen goods and equipment
- Maintain the office condition and arrange necessary repairs
- Partner with HR to update and maintain office policies as necessary
- Organize office operations and procedures
- Coordinate with IT department on all office equipment and IT support
- Manage phone system, answer phone call to general office line and direct as needed
- Assist with travel arrangements
- Ensure that all applicable items are invoiced and paid on time
- Provide general support to visitors
- Address employees' queries regarding office management issues (e.g. stationery, Hardware and travel arrangements)
- Liaise with facility management vendors, including cleaning, catering and security services
- Plan in-house or off-site activities, like parties, celebrations and conferences

Qualifications:

- Proven experience as an Office Manager, Front Office Manager or Administrative Assistant or Secretary required
- Knowledge of Office Administrator responsibilities, systems, and procedures
- Proficiency in MS Office, Microsoft 365; working knowledge of Salesforce a plus
- Familiarity with online calendars and cloud systems
- Experience using office equipment, including printers and fax machines
- Strong communication skills (via phone, email and in-person)
- Experience exercising discretion and confidentiality with sensitive company information
- Excellent organizational skills with an ability to think proactively and prioritize work in a fast-paced environment
- Attention to detail and problem-solving skills
- A creative mind with an ability to suggest improvements
- Thorough knowledge of traffic laws and defensive driving techniques

Minimum Requirements

- High school degree
- Two years Experience as Administrative Assistant, Secretary, Front Office Manager or Office Manager or similar role required

Location:

The Executive Assistant position is full-time, five days a week at the office. Operations are Monday through Friday 9:00am – 5:00pm; occasional weekends for fundraising events and activities.

Reporting

The Employee will report to the CEO