



JOB ANNOUNCEMENT

Position: Office Manager

Classification: Exempt employee

Location: IWLA Headquarters, Gaithersburg, MD

Supervisor: Executive Director

Salary Range: \$60,000-\$65,000 plus benefits, commensurate with experience

MISSION OF THE IZAAK WALTON LEAGUE OF AMERICA

The mission of the Izaak Walton League of America (IWLA) is to conserve, restore, and promote the sustainable use and enjoyment of our natural resources, including soil, air, woods, waters, and wildlife. Our members and staff combine hands-on conservation action, policy work with legislatures and resource agencies, and public education to pursue our conservation and outdoor recreation goals at the local, state, and national levels. As a responsible voice representing outdoor recreationists, we occupy a special niche in the conservation community.

SUMMARY OF POSITION

The Office Manager is responsible for overseeing the non-mission related daily operations of the IWLA headquarters office, with a primary focus on building management, vendor oversight, and ensuring smooth administrative and operational workflows. This position manages the building services contract, coordinates maintenance and facility needs, coordinates staff technology needs with IT contractor, serves as point of contact for building tenants and ensures that tasks such as snow removal, safety checks, and grounds and building maintenance—are addressed either directly or through contracted services.

The Office Manager also serves as a key routing point for financial, tax, and administrative inquiries, determining whether matters should be directed to the Executive Director or the National Treasurer. The role includes a range of administrative and operational responsibilities that require strong judgment, independence, and attention to detail. These responsibilities include managing specialized mail processing workflows, ensuring accurate handling and coding of membership and development-related payments, coordinating large-scale mailings, maintaining tracking logs for compliance-related submissions, preparing recurring operational reports, and responding to inquiries from members, donors, chapters, and external partners.

This position requires strong organizational skills, the ability to manage multiple priorities, and the judgment to ensure that headquarters operations run efficiently and professionally.

DUTIES AND RESPONSIBILITIES

1) Building & Facilities Management

- Oversee building management contract, including performance monitoring, issue escalation, and ensuring contracted services meet IWLA standards.
- Coordinate all building maintenance activities, including HVAC, electrical, plumbing, landscaping, and janitorial services with associated contractors.
- Ensure snow removal and weather-related maintenance are completed either through contracted services or by arranging supplemental support as needed.
- In coordination with building management company, conduct regular facility inspections to identify safety issues, maintenance needs, and operational improvements.
- Manage building access systems, including keys, badges, and security protocols.
- Serve as primary point of contact for building-related emergencies, repairs, and vendor coordination.

2) Administrative & Office Operations

- Oversee daily office operations to ensure a professional, efficient, and well-functioning headquarters environment.
- Supervise mail processing workflows, including incoming/outgoing mail, packages, and specialized processing.
- Manage office supply procurement, inventory, IT, and vendor relationships.
- Ensure business machines (copiers, printers, postage meter) are maintained and serviced.
- Provide administrative support to the Executive Director and headquarters-based programs as needed.
- Greet visitors and support front-desk operations when required.

3) Financial & Tax Inquiry Routing

- Serve as the central intake point for financial, tax, and administrative inquiries from chapters, divisions, and external partners.
- Oversee and support the 501(c)(3) compliance process with chapters and divisions in coordination with other staff.
- Determine appropriate routing of inquiries to the Executive Director or National Treasurer based on subject matter.
- Maintain tracking logs of inquiries and resolutions to ensure timely follow-up.
- Support document preparation for financial or compliance-related submissions as directed.

4) Organizational Process Support

- Assist with organization-wide processes such as annual awards, officer reporting, and compliance submissions.
- Coordinate production of large-scale mailings in partnership with other staff.

- Support national convention preparation by coordinating materials, shipments, and logistics.
- Travel to the annual national convention to provide on-site operational support.

5) Other Duties

- Prepare recurring operational reports for the Executive Director.
- Perform other duties as assigned to support headquarters operations.

QUALIFICATIONS

- **5+ years of experience** in office management, facilities coordination, or administrative operations.
- Demonstrated experience managing vendors, service contracts, and building operations.
- Strong organizational and prioritization skills with the ability to manage multiple tasks independently.
- Experience with Microsoft Office applications and comfort learning new systems; experience with membership databases is a plus.
- Excellent communication and customer service skills, including working with members, volunteers, and leadership.
- Ability to exercise sound judgment in routing inquiries and managing operational decisions.
- Attention to detail and commitment to maintaining a professional office environment.
- Ability to occasionally perform light physical tasks related to building operations or vendor coordination.

ADDITIONAL REQUIREMENTS

- This position may require occasional work outside normal business hours, to meet operational needs.
- Travel outside the state of Maryland is required for the annual national convention.

HOW TO APPLY

Send cover letter and resume with subject line **OFFICE MANAGER POSITION** to jobs@iwla.org. Open until filled.

The Izaak Walton League of America is an equal opportunity employer.