

Office Manager and Bookkeeper

Downtown South Bend, Inc. (DTSB)

Location: South Bend, IN

Employment Type: Full-time

Reports To: Executive Director

About Downtown South Bend, Inc. (DTSB)

Downtown South Bend, Inc. (DTSB) is the non-profit place management organization dedicated to fostering a vibrant, welcoming, and prosperous downtown. We bring the community together through signature events, business support, strategic marketing, and beautification initiatives that position downtown as the cultural and economic heart of our city.

Position Summary

Do you love downtown South Bend? Are you excited about the transformation you've seen over the past decade? Do you want to be part of the lean, energetic team behind the scenes enabling the magic? Then read on—this unique position may be just what you've been looking for.

This is an in-person position for someone who enjoys being the glue of an organization—welcoming guests, supporting teammates, and keeping the office running smoothly. You'll be the first point of contact for visitors and will help create a warm, organized, and collaborative environment where the entire DTSB team can thrive.

The Office Manager and Bookkeeper keeps the nuts and bolts of Downtown South Bend, Inc. (DTSB) together. While most of the work happens in the details of daily operations, this person also needs to keep an eye on the ever-changing downtown landscape. This position oversees office operations, special events support, and the tools and systems that help our team deliver on our mission.

Job Responsibilities

- Coordinate office operations, board meeting logistics, and provide administrative support to the Executive Director and department heads.
- Manage staff tools and systems (e.g., Office 365, Canva, Adobe Creative Suite) and identify new tools to enhance team performance.
- Create and maintain operational guides to build institutional memory.
- Support event preparation and execution, including First Fridays each month.
- Manage and cultivate the DTSB internship program, including recruitment, onboarding, and oversight.
- Serve as the first point of contact for phone and in-person inquiries; route calls, respond to general questions, and greet visitors with professionalism and warmth.

- Coordinate visitor check-ins and meeting logistics, including booking rooms and notifying staff.
- Maintain a tidy and welcoming reception area and shared office spaces.
- Oversee mail distribution, office filing systems, digital records, and document management.
- Manage office supplies, place inventory orders, and monitor restocking needs.
- Maintain internal appointment calendars and support meeting preparation and logistics.
- Provide basic IT support for staff (email, printers, software access, etc.); escalate issues by coordinating with external IT support providers when needed.
- Administer shared software and tools (Office 365, Google Workspace, Slack, Zoom, etc.) and assist staff with onboarding to these platforms.
- Distribute employee applications and forms; assist with onboarding support.

Accounting & Financial Management

- Enter deposits, payables, debit card payments, payroll journal entries, and manually cut checks into QuickBooks Online.
- Issue invoices, reconcile monthly records, and support audit preparation.
- Maintain and adjust annual budgets, prepare 1099s and payroll filings (941s, 940s, W3s, W2s).
- Print, stamp, assign accounts, and process payables with Executive Director's approval.
- Compile debit card receipts, cut checks, and file paid invoices.
- Address customer inquiries, collect outstanding balances, and prepare for deposits.
- Coordinate with department heads and Executive Director on reporting and depositing funds.
- Prepare monthly bank reconciliations and financial statements (P&L, Balance Sheet, AR Summaries).
- Print payroll and journal entry reports for review by the Executive Director and Treasurer.
- Format invoices for the City of South Bend using Excel.
- Collaborate with the Treasurer and auditors to ensure accurate processes.

Proficiency in QuickBooks Online is strongly preferred, but we are willing to train the right candidate.

Meetings

- Attend all DTSB Board meetings and weekly staff meetings.

Qualifications & Experience

- **Associate's or Bachelor's degree** in Accounting, Business Administration, Office Management, or a related field preferred (equivalent experience considered)

- **Proficiency in QuickBooks Online** strongly preferred (willing to train the right candidate)
- **2-4 years of experience** in office administration and bookkeeping or financial management
- Strong **organizational skills** and attention to detail
- Excellent **written and verbal communication** skills
- Comfortable with **Microsoft Office 365**, Google Workspace, and project management or scheduling tools
- Familiarity with **basic IT support** and ability to troubleshoot or escalate technical issues
- Demonstrated ability to **multi-task and manage priorities** in a fast-paced environment
- **Customer service orientation** and ability to greet and support a diverse range of visitors and community members
- Experience working in a **nonprofit or small-team environment** is a plus
- Commitment to the mission and vitality of **Downtown South Bend**

Schedule

40+ hours per week | Monday – Friday, 8:00 AM – 5:00 PM

Some nights and weekends required, especially the First Friday of each month.

Compensation

Salary Range: \$42,000 – \$45,000

Benefits include: Paid Time Off, health, dental, life, and disability insurance, plus retirement benefits.

How to Apply

Interested candidates should submit a resume and cover letter to willow@downtownsouthbend.com with the subject line Office Manager and Bookkeeper – [Your Name]" by April 24, 2025.

For more information about DTSB and our initiatives, visit www.downtownsouthbend.com.