



OFFICE MANAGER

Location: Pottstown, PA

Organization: Ryerss Farm for Aged Equines

Employment Type: Full-Time

About Ryerss Farm:

Since 1888, Ryerss Farm for Aged Equines has been a sanctuary where horses live out their days in safety, comfort, and love. As the oldest nonprofit horse sanctuary in the United States, we provide lifelong care for rescued and retired horses, and invite the public to share in our mission through visits, volunteer opportunities, and community events.

Position Overview:

Ryerss Farm is seeking a reliable, organized, and compassionate **Office Manager** to oversee the daily administrative operations that keep our organization running smoothly. This individual serves as a central point of coordination for our staff, board, volunteers, and visitors, helping ensure that communications are clear, records are accurate, and our mission continues to thrive.

The Office Manager also manages the day-to-day operations of our on-site gift shop, coordinates all volunteer activity, and supports communications related to events and fundraising. This role is ideal for individuals who enjoy a balance of structure and variety, and who are motivated by meaningful, mission-driven work.

Key Responsibilities:

Administrative & Operational Support

- Oversee daily office operations, including phone and email correspondence, mail distribution, ordering supplies, and maintaining organized digital and physical filing systems.
- Maintain accurate records for donors, volunteers, and equines using database and CRM software.
- Support basic bookkeeping and donation processing, including receipts and acknowledgments.
- Serve as the primary point of contact for inquiries from the public, donors, and partners, providing professional and friendly assistance.

Volunteer Coordination

- Manage the intake, scheduling, and assignment of volunteers.
- Maintain accurate volunteer records, tracking hours, roles, and special skills.
- Communicate clearly with volunteers about expectations, tasks, and participation in events.
- Foster a positive volunteer experience through recognition, guidance, and support.

Gift Shop Management

- Oversee day-to-day gift shop operations, including opening/closing procedures, inventory tracking, restocking, and maintaining a clean, welcoming environment.
- Record and reconcile sales, manage cash handling, and prepare deposits.
- Coordinate seasonal or event-related merchandise in collaboration with leadership and volunteers to ensure timely and effective execution.

Fundraising & Event Support

- Prepare donor thank-you letters, mailings, and outreach materials to support fundraising efforts.
- Assist with logistics and communications for special events, fundraisers, and community activities.
- Coordinate and distribute event-related communications to staff, volunteers, vendors, and other stakeholders, ensuring all parties are informed and aligned.
- Support online fundraising campaigns and auctions through administrative and promotional tasks.

Communications & Outreach

- Assist with newsletters, website updates, and social media efforts by compiling event details, photos, and announcements.
- Ensure timely and accurate communication of event and program information to all involved parties.
- Represent Ryerss Farm's mission and values in all communications, both written and in-person.

Qualifications:

- Associate's or Bachelor's degree in Business Administration, Communications, Nonprofit Management, or related field (or equivalent experience).
- 3+ years of experience in office administration, nonprofit operations, volunteer coordination, or customer service.
- Strong organizational and multitasking skills, with keen attention to detail.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite; experience with CRM or donor database systems preferred.
- Experience in basic bookkeeping and/or retail operations is a plus.
- Compassion for animals and alignment with Ryerss Farm's mission and values.

Work Environment:

- On-site at Ryerss Farm in Pottstown, PA.
- Office located within a working horse farm environment; some interaction with animals and visitors expected.
- Occasional weekend or evening hours may be required for events.