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## OFFICE MANAGER”

### WHO WE ARE:

Here’s the thing you need to know about Brass Tacks—we’re about experience. The best experience. Always. What does that mean? It means we deliver beautiful creative and phenomenal service to our clients and we train people through our nonprofit arm, BT Foundry, to be outstanding professionals as they begin their careers.

### THE BTC CREDO:

**Quality** - Our work, no matter who will see it in the end, has to be of the highest quality. Our clients deserve fantastic work for their businesses, but our team members deserve that work in their portfolios. There are no corners cut, no recycling, no easy ways out because it simply isn’t worth the cost.

**Adaptability** - Because we know that technology, trends, and best practices are fickle beasts, we have to stay agile. As we learn and train our internal teams, our clients reap the benefits of having cutting-edge solutions. With our approach to research and strategy, we push forward with data and input behind us, thoughtful and creative solutions ahead.

**Equity** - As an agency, we acknowledge the severe lack of equity in marketing, advertising, and brand representation. It’s not as simple as choosing diverse imagery or sprinkling in Ebonics here and there—it has to be part of the DNA of the business. From our hiring practices and space considerations to our work itself, we’re looking to create equity in the way of ethnicity, gender, sexuality, religion, income, ability, and environment. It’s a lot and may not be able to change the world, but we have to try.

**Prosperity** - If Brass Tacks is successful, it means our clients and Foundry graduates are successful. It means businesses grow, careers are put in motion, and more people are put on teams that reflect the general public. It means more work is in the market

that no one has to apologize for. It means the perception of “green” talent is one of value and possibility, not of risk. Again, we’re trying to change the world.

**Levity** - While there’s plenty to take seriously, levity is so important. We’re staunch believers in the power of jokes, sarcasm, and tactical obscenities. In our office, we play music. We dance. We sing. We find the humor in our mistakes so we can move forward. We help each other de-stress so no one burns out. We celebrate everything from birthdays to new puppies. Why can’t you have a good time at work?

#### **WHO WE’RE LOOKING FOR:**

As an Office Manager, you’re the first face people see and the first voice they hear when they reach out to Brass Tacks. You’ll be reflecting our credo, culture, and vibe with every interaction. We’re looking for someone who has a welcoming presence and loves people.

On a day-to-day basis, you will be responsible for managing the team calendar (including communications around office closures), communicating via phone and email with clients and team members, and managing our social media accounts and eCRM. Twice a month, you’ll run payroll for both companies and pay any regularly occurring bills. You’ll be responsible for incoming and outgoing mail and bank deposits. From time to time, you may be asked to update our websites with the latest blog post or portfolio content.

For you to be successful in this role, you have to be extremely organized, process-oriented, self-motivated, and skilled in communication. If you’re also a creative with design and copy skills, you’ll flourish. You can’t be afraid of executive leadership, internal or client-side. You can’t be easily overwhelmed by multitasking and have to understand how to prioritize tasks. The speed of internal work is different than client work, but deadlines are just as important.

#### **WHAT YOU WOULD DO:**

- **Calendar** - If we have a closure, an event, or just a time-sensitive announcement, we’ll look to you to communicate that out to the appropriate parties. You’ll have access to Calendly, Google Calendar, and our planning documents to know what to communicate and when. This will be self-guided for the most part as we may forget to bring it up until it’s happening.
- **Communications** - You will be the owner of our [info@brasstackscollective.com](mailto:info@brasstackscollective.com) and [info@btfoundry.org](mailto:info@btfoundry.org) email addresses and our main phone number will direct to you. However, it may take time before those channels are active.

Many people, from potential apprentices to clients, will call or email our CEO and Program Director only, leaving out other important team members. Our CEO, in particular, has tens of thousands of unread emails and receives around 80 emails a day. Things can easily slip through the cracks. When someone reaches out directly, you'll likely be forwarded the email to connect and take the conversation forward. In addition to being included on emails so the right team members can receive work or program-related information, you will also help implement an organization system for emails and maintain our phone service (including setting up extensions when needed).

- **Online Presence** - Our CEO and Program Director are frequently asked to do panel events, podcasts, interviews, etc. You will help them maintain these requests, careful not to double book. You'll also identify what items should be posted on social, touted in emails to our mailing lists, or added to the websites.
- **Payables** - In many cases, our expenses are recurring, but some of our client work requires a one-time product from any of our vendor partners or Collective Members. In many of these cases, we have an existing relationship with a provider, but may ask you to make the initial contact before directing them to the client team working on the project. You will need to direct invoices for payment approval prior to paying them.

#### **WHAT YOU NEED:**

- **Experience** - A degree or certification is great, but not necessary. It's more important to us that you have solid experience as an assistant, receptionist, admin, or other detail-oriented management position.
- **Calm** - Be methodical, clear about what you need, flexible when things change, and patient with people who are less familiar with the topic at hand.
- **Structure** - We have systems, but you may find you have a way to improve what we've got. The most important thing is that nothing is missed or overlooked, so be part of crafting the solution.
- **Decisiveness** - Asking for input is always appreciated, but we love a person who feels just as comfortable in action as deliberation.
- **Flexibility** - our world changes often and it's important that plans be allowed to change when necessary. While you don't want to be at the mercy of every outside influence, you will need to be able to think quickly and adjust when the

time comes.

- **Words** - communication is everything, written and verbal, and you'll be responsible for communicating on behalf of many. Our ability to maintain a positive, low-stress culture requires your involvement.

In the beginning, this position will require you to supply your own computer, though we will provide all software. We will train you in our systems, including Project Manager, Gusto, Dubsado, Slack, and Google products as necessary.

**THE BRASS TACKS :**

- **Compensation** - \$50-60,000
- **Time** - Monday-Thursday, 9a-5p
- **Location** - Dallas, in-person