

Job Description – Office Manager

Position Summary:

The goal of this position is to oversee the daily operations of the office including facility and equipment management, office telecommunications, front desk oversight, and other supportive services. The position will also supervise and support the Front Desk Associate position and office volunteers in welcoming and checking in clients and visitors to the office.

Responsibilities:

- Supervises the Front Desk Associate and front desk volunteers to ensure appropriate coverage of office reception. These duties include but are not limited to:
 - Ensuring phones are answered timely and professionally,
 - Timely retrieval, routing, and/or return of voicemail messages left on the main phone line,
 - Welcoming and connecting clients and guests to Exodus staff,
 - Sorting and organizing incoming and outgoing office mail,
- Serves as the primary liaison with key agency partners including but not limited to:
 - Reporting and overseeing building maintenance requests as the liaison to the office building's property management company.
 - Regular communications with language interpretation partner organizations.
 - Liaison with the agency's IT partners, including managed services and printer servers, to resolve technology related issues on company devices.
 - Works with phone company to secure and maintain accurate inventory of company work phones.
 - Managing technology licenses for staff across online platforms.
- Monitors inventory of office supplies for agency and makes cost-efficient supply purchases as needed.
- Oversees the recruitment, training, and onboarding of the agency's contracted interpreters.
- Creates and maintains systems to improve efficiency and delivery of client services and office operations, including staff-shared schedules for office-related duties.
- Creates a supportive environment for staff, clients, and volunteers.
- Assists with community members dropping off donated items to the agency and provide donation receipts.
- Supports the scheduling and hosting of key community meetings, such as board meetings, community consultations, open-house events, etc.
- Trains and schedules volunteers who provide front desk support.
- Participates as a member of the Exodus team to accomplish the mission and goals of the agency, including participation in weekly staff meetings and other key agency meetings and trainings.
- Assists with other supportive and administrative tasks as assigned by supervisor.
- Supports agency administrative requests from the Directors Team.

Position Criteria:

- Bachelor's degree (preferred) or equivalent experience.
- At least 2 years of office administration and supervisory experience required.
- Must be able to work in a fast-paced and cross-cultural environment, both independently and intradepartmentally.
- Must be proficient in the use of PCs, MS Office Suite programs, and smart-phone applications.
- Must possess strong record-keeping and organizational skills.
- Must have a commitment to the agency's mission to provide professional, compassionate, and culturally appropriate services to a diverse client population.
- Must have a safe vehicle, valid license, and 100,000/300,000/100,000 auto insurance to transport clients.