

**Coalition for Hispanic Family Services
JOB DESCRIPTION**

Program: Operations
Job Title: Office Manager
Reports To: Director of Operations
Date Available: April 14, 2021
Date Posting: March 23, 2021

To apply: Submit a resume and cover letter with qualifications to:
smorales@hispanicfamilyservicesny.org

JOB DESCRIPTION - Office Manager

The Operations Department runs the day to day operations of the agency to include all off-sites (where applicable). To make this possible the Office Manager must work with the Operations Manager to keep constant communication with management in order to facilitate the needs of Programs. The Office Manager supervises the Receptionist, Operations Assistant(s) and Security staff who are responsible for various office support services. The Office Manager must be able to not only administer adequate guidance, mentoring, and supervision, but also provide coverage as a back-up to the team, therefore, possessing the ability to carry out each subordinate's responsibilities and provide sufficient training for their positions. In addition, the Office Manager continuously surveys the premises for fire/safety hazards, improvements, enhancements, repairs, and additions that need to be made and makes recommendations to the Operations Manager.

The ideal candidate is assertive in ensuring that office procedures are followed properly by all staff, takes initiative in creating a more improved office environment by proposing and implementing more efficient office procedures, is able to provide adequate supervision in order to maintain a satisfactory level of quality services, is an active leader in organizing agency events, and is a prominent representative of the agency and its mission.

QUALIFICATIONS - Minimum of two years' experience as an Office Manager in a diverse agency with various departments/programs. Must possess supervisory experience of support service positions. Working knowledge and ability in administrative and office support services and excellent communication and organizational skills. Good writing skills.

RESPONSIBILITIES:

Duties as Office Manager

1. Confer with Operations Manager regarding purchasing budget.
2. Order office and equipment supplies as needed and approve department supply requests.
3. Assess and maintain inventory for all programs using equipment management software.

- Distribute equipment as necessary and assessing use of such devices.
4. Troubleshoot office environment and all non PC office equipment. Respond to Program maintenance requests that are submitted using the FMX work order ticketing system.
 5. Assist with the coordination of approved office improvements/enhancements.
 6. Orientate new staff by providing training on existing office procedures and the use of office equipment.
 7. Responsible for managing vendor accounts which includes government accounts with Verizon Wireless & T-Mobile.
 8. Responsible for issuing proximity access cards to all new staff and maintaining card access database for all sites.
 7. Maintain agency-wide phone/voicemail/after-hours system which includes keeping the directory updated and procuring system maintenance when necessary.
 9. Assist with providing after-hours and weekend assistance with main or off-site facility emergencies.
 10. Communicate with Landlord at all sites as needed to address facility issues (i.e., security, plumbing, electrical, heating, AC, etc.). Serve as liaison for vendors and contacts for any building related services.
 11. Monitor fire safety compliance and assist with coordinating drills. Assist with revisions to Fire/Emergency evacuation procedures.
 14. Coordinate and monitor compliance with required city laws and regulations (i.e., Fire Department, Department of Buildings, Elevator, Sanitation, OSHA, Workmen's Compensation).
 15. Process vendor billing/payment using Smart Client Doc-Link database.
 16. Provide back-up to Junior Accountant in his/her absence (specific tasks). Provide administrative support to the Operations Manager, Executive office and Fiscal Department when necessary.
 17. Facilitate vendor appointments (all sites).
 18. Coordinate with agency maintenance unit (outsourced).
 19. Manage six off-site storage units and coordinate transaction requests with Programs.
 20. Regular office updates to the Operations Manager.

Duties as Supervisor of Operations Support Staff

1. Ensure Operations Support Staff are doing their jobs adequately, maintaining their work schedules, and using their work time properly.
2. Maintain and create support staff schedules and update whenever necessary.
3. Organize back-up coverage for supervisees in their absence.
4. Delegate office related tasks accordingly and ensure these tasks are carried out.
5. Approve Operations Support Staff time sheets.
6. Approve all work to be given to Operations Support Staff by other employees.

Handle any other related duties which pertains to the functioning of the Operations Department and Coalition's offices and off-sites.

Note: Work hours are Monday – Thursday 10:00 am to 6:00 pm and Friday 9:00 am – 5:00 pm. Flexibility in hours is necessary.