



POSITION DESCRIPTION

JOB TITLE: Office Manager

DEPARTMENT: Administration

REPORTING: Business Director

COST CENTER:

LOCATION: MN - Corporate Office

DATE UPDATED: 04/21/21

Job Function/Purpose: (summary of overall job accountabilities):

The position exists to perform Front Desk responsibilities, manage office maintenance, and provide wide-ranging administrative support to Executive and Operations Departments.

A. Administration

- Set up and coordinate monthly staff meetings
- Initiate Go to Meeting arrangements for conference room
- Maintain directory of staff anniversaries & birthdays
- Maintain office staff health and safety resources - defibrillator, first aid kit, etc.
- Order and maintain inventory of office supplies
- Process and submit state registrations
- Produce donation thank-you letters
- Coordinate annual staff events
- Create staff recognition awards
- Track staff on "in and out" board
- Maintaining conference room and receiving room appearance
- Preparing and distribute weekly staff work schedule
- Maintain staff phone and email directory
- Post state and federal employment compliance posters
- Identify areas of inefficiency and recommend improvements

B. Building Management

- Control office security with alarm company
- Supervise cleaning company and handyman
- Coordinate office décor, maintenance, groundskeeping, parking and building repairs
- Monitor condition of office equipment and order parts, service, etc.

C. Front Desk and Reception

- Answer incoming phone calls and process general organizational emails
- Assign volunteer leads to Volunteer Coordinators
- Facilitate mailing, shipping, faxing, application and inquiry processing
- Manage postage needs, ordering, inventory and budget
- Welcome office visitors and supervise office volunteers

Skills and working knowledge

- Microsoft Office Suite; Salesforce
- Strong organizational skills and attention to detail
- Bachelor's Degree
- A minimum of two years of business, government or non-profit administration
- Commitment to Global Volunteers' mission and philosophy of service