**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
   - Produc 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