

Job Title:	OFFICE MANAGER	FLSA status:	Exempt
Division/Unit:	Executive	Reports to:	COO
Location:	Richmond Headquarters	Travel Required:	Local
Salary Range:	\$42,000 to \$55,000	Position Type:	Full Time

Job Description

JOB PURPOSE:

The Office Manager is responsible for ensuring the successful day-to-day operations of the organization. The Office Manager will organize and coordinate office administration procedures in order to ensure organizational effectiveness, efficiency and safety. This role is responsible for honing intra-office communication protocol, inventory control, and vendor relations as well as management of the office, procedures, and resources of Richmond Metropolitan Habitat for Humanity (RMHFH). Works closely with staff and board members and provides complex administrative support to the CEO.

The Office Manager will act as partner and liaison to all RMHFH staff to ensure the office is enjoyable, orderly and equipped with everything the team needs to execute their work effectively.

ESSENTIAL JOB FUNCTIONS:

- Fosters a positive office culture and conducts self professionally in an office environment
- Act as the voice and face of the organization, fielding incoming calls and greeting any and all visitors to the administrative offices
- Create Request for Proposals and Request for Quotes for the organization when needed.
- Manage all Board Meeting actions. This includes but is not limited to, preparing the agenda, delivering the board package, setting up the board meeting room, and taking minutes.
- Manages internal and externally facing systems (i.e. phones and website) to stay current with staffing changes and coordinates general/company level email addresses, calendars, and phone lines.
- Recommends maintenance and facility modifications to ensure operations continue to run smoothly, addresses any unforeseen issues in a timely manner
- Forecasts, allocates, and supervises the financial and physical resources needed to maintain all RMHFH Facilities
- Point of contact for vendor management including review of ongoing services and ensuring quality control and oversight for all service providers and contracts at all Richmond Metropolitan Habitat for Humanity (RMHFH) facilities
- Responsible for managing office supplies, equipment and technology, and ensuring employees have the necessary resources and support to perform their roles effectively
- Handle incoming and outgoing mail, packages, and deliveries
- Communicates workplace protocols and processes to new employees as part of onboarding.
- Manage organizational storage, processes and vendor relationships
- Participate in the hiring, training, and supervising of administrative staff

- Facilitate communication within the office and ensure pertinent information is disseminated to all necessary staff.
- Coordinate and facilitate all in-office board of director level and Leadership Tactical meetings, take meeting minutes, and disseminate to staff
- Tracks and maintains ongoing employee Paid Time Off requests
- Serve as point of contact for employee inquiries and concerns
- Manage and update company databases, records, and filing systems
- Organizes company/staff events, celebrations and assist with coordinating team-building activities
- Other tasks as assigned.

KNOWLEDGE/SKILLS/ABILITIES:

- Belief in Habitat for Humanity's global mission, principles and structure.
- Excellent verbal and written communication skills.
- Proven experience as an office manager or in a similar administrative role
- Ability to communicate clearly using courtesy, tact, and diplomacy
- Strong organizational and multitasking skills
- Excellent time management skills and ability to prioritize work
- Demonstrated ability to effectively understand and manage administrative operations ensuring alignment with the overall mission and goals
- Delegation
- Managing processes
- Developing standards
- Promoting continuous process improvement
- Inventory control and management
- Exhibits passion for community building and making our world a better place.

MINIMUM EDUCATION / EXPERIENCE REQUIREMENTS:

- High School diploma, GED, or equivalent
- Bachelor's degree preferred
- Three to four years of experience in an office administrative setting
- Proficiency in MS Office (Word, Excel, PowerPoint, Outlook) and Google Suite.

OTHER NECESSITIES:

- Overnight stays: Occasional travel to conferences and meetings (in state/out of state).
- License: Valid Virginia Driver's license with clean driving record.
- This position requires flexibility in schedule as there may be some evening and weekend hours.
- Standard office hours are Monday through Friday 8:30 am to 5:00 pm.

Reviewed By:	Helen Dow	Date:	
Approved By:	Madelyn Peay	Date:	
Employee Signature:		Date:	