



Job Title: Office Manager
Reports To: Executive Director
FLSA Status: Full Time, Exempt
Department: ADMIN
Location: M4A

Position Summary: Office Manager

The Office Manager supports and assists the Executive Director in the daily operations of the organization and works closely with the Executive Director and all other department heads on the planning and implementation of complex projects and strategic plans to ensure the ongoing success and growth of the organization. The Office Manager serves as Agency tech support and the primary liaison to the external tech provider; manages inventory, supplies, all operational vendor relationships, service calls, and contracts; and oversees all Agency on-site security and emergency preparedness.

The Office Manager supervises and is responsible for the efficiency, effectiveness, and attitude of the Receptionists.

The Office Manager must adhere to ethical behavior and HIPAA; establish positive working relationships; communicate effectively; and foster teamwork.

Essential Duties and Responsibilities:

- Provide regular reports to the Executive Director on key organizational projects and progress towards organizational objectives and goals, including any opportunities and challenges with recommendations on courses of action.
- Review vendor contracts/leases and operational expenses routinely (at least annually) to ensure that M4A is receiving the best performance, service, goods or discount for the price point.
- Administer, oversee, and coordinate the activities of a range of specified operating and support programs including: all technology hardware, software, system access and reporting systems used by Agency staff.
- Manage vendor relationships, service calls, and contracts.
- Liaise with all external technology vendors and serve as the primary internal tech support for staff including providing security, technology and communication training. Includes oversight, inventory and distribution of all laptops, tablets, and hotspots as well as system access (VPN and users).
- Manage inventory, orders supplies, oversees repairs, and distribute resources.
- Manage all contracts, agreements and BAA's for the Agency, ensuring that all are complete, timely, and properly executed. Establish effective monitoring procedures for each contract.
- Manage Agency document storage and records management process with external vendor to ensure safe data backup and recovery, document management, and secure shredding.
- Serve as primary liaison with landlord.
- Work with department heads on office space allocation and management, including anticipation of space needs and moves.
- Oversee and periodically review and update the Agency Emergency Preparedness Plans.



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- Supervise the Receptionists.
- Work with the Director of Human Resources to increase the overall effectiveness and efficiency of the organization, including maintaining policies and procedures and workflows in PerformYard, as needed.
- Assist Executive Director with performance evaluations by updating evaluation schedules in PerformYard.
- Support the Executive Director with the M4A Board of Directors and the M4A Advisory Council by scheduling meetings, ensuring a quorum, taking minutes, and providing all necessary documents for meetings.
- Promote the vision, mission, and values of the Agency within and to all those outside the Agency.
- Other duties as assigned.

Knowledge, Skills and Abilities

- Skill examining and re-engineering operations and procedures.
- Skill in organizing resources and establishing priorities.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions.
- Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Ability to develop and manage multiple projects.
- Ability to supervise, positively motivate, and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and consumers in a diverse region.
- Advanced verbal and written communication skills. Knowledge of English grammar, spelling, and punctuation.
- Ability to foster a cooperative work environment.
- Excellent data management and record keeping.
- Ability to operate a computer, with knowledge of Windows, Excel, Word, Adobe, AIMS, Company Mileage, PerformYard, Dashlane, Virtru, One Call Now, ZAC/Zultys, Zoom and TEAMS.

Education / Experience:

Bachelor's degree from a 4-year university preferred, although multiple years of experience with a demonstrated increase in professional responsibilities may substitute for a 4-year degree. Knowledge or experience with office management (inventory, supplies, operations, leases), employee supervision, reporting systems, and technology required. Past executive administrative and project management experience preferred.



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Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- The ability to “drive” to locations necessary to accomplish work goals and responsibilities.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.