



Job title	Office Manager
Reports to	<i>Director of People & Culture</i>
Status	<i>Full-time exempt</i>
Pay Range	<i>\$36,000 – \$46,000</i>

Who we are:

At College Bound we believe in the power of a college degree as a way for our students to live lives of choice and opportunity. We exist to disrupt a reality in which only 9-14% of low-income students obtain baccalaureate degrees. By 2026, College Bound will be a national leader for baccalaureate completion rates with manageable student debt. Will you join us?

Our History: College Bound was founded in 2006 by Lisa Zarin, the daughter of a single mom and school teacher who taught and lived in Newark, New Jersey’s riskiest neighborhoods—neighborhoods where students seldom graduated from high school, much less went onto college. But Lisa’s mother emphasized the importance of education and the message stuck. Many years later when Lisa’s own son was applying to college, she experienced the college admissions process through the eyes of her child and thought, “if this is hard for us, this has to be hard for others.” Lisa recruited her good friends Debbie Greenberg and Ericka Zoll and College Bound was born.

Our Promise to Our Students: We commit to our students every step of the way. Biweekly classes led by experienced educators include college knowledge, financial literacy, math, critical thinking skills, and intensive ACT prep. Additionally, we offer career readiness programming, college visits, college counseling, FAFSA assistance, scholarship identification, and college selection guidance. Collegians receive intensive, 1:1 advising. Within a decade, we have grown from an inaugural class of 36 students to over 500—plus 315 alumni and growing! Through our individualized, holistic, and multi-year approach, we empower our students with the academic and social supports needed to achieve baccalaureate degrees and embark in meaningful careers.

Our Promise to Our Employees: We commit to our employees every step of the way: a welcoming orientation and onboarding, connection and clarity, professional development monies, mentorship opportunities, the ability to give back to the community, inclusion and diversity, work-life balance, flexibility and a culture rooted in a foundation of trust, a focus on achievement, a responsibility to reflect and a spirit of gratitude. You can learn more about our mission by accessing our website at www.collegeboundstl.org.

The role:

The Office Manager (OM) will work closely with the Director of People & Culture (DPC) to execute Office Management responsibilities that include, but are not limited to, faithful execution of procedures that lead to organizational effectiveness. The OM is responsible for consistently delivering results that contribute to the mission and overall success of College Bound by accomplishing performance objectives, covering the front desk, and leading front desk support for the College Bound team. The OM serves as the point person for College Bound’s technology, purchasing, intraorganizational calendaring, and administrative support of programs.

Your responsibilities:

Execute Office Management, Facilities, IT and Equipment Processes support

- Liaise between staff and senior management to ensure organizational goals and objectives are effectively communicated and met regarding office management
- Ensure that all work is carried out in compliance with company safety and operational standards regarding office management
- Support a core values-driven culture and ensure consistent compliance with workplace safety standards, policies, and procedures
- Represent the organization to a diverse workforce and nurture a culture of safety, responsibility, and accountability

Facilities Management

- Prepare meeting spaces for staff, student and family events and activities and ensure furniture, facilities and parking lots are properly maintained by staff, students and families with an eye towards continuous improvement and excellence
- Support all IT, facilities and maintenance by serving as the main point of contact to all vendors; annually review contracts, service performance, and cost effectiveness; recommend new contracts and vendors as appropriate to the DPC
- Guide and implement building access (inside and outside) policy and ensure procedures are followed
- Maintain and lead cleaning schedule of building so all staff participate in custodial duties.
- Recommend updates to the operations manual that allow College Bound to operate in the most effective and efficient manner in accordance with industry best-practices and standards
- Assist DPC with daily, monthly and yearly office management duties, including but not limited to the ordering and re-stocking of office supplies (including staff coffee, student snacks and food orders for large events and meetings), the creation of office communications, mail coordination and distribution, invoice scanning and accounts payable processing, technology (including cell phones, land line phones, computers, etc.), inventory and safekeeping of the following: up-keeping audit calendars as well as educational support, support and upholding of staff member accountability to maintain proper usage of furniture, technologies, facilities and equipment, etc.
- Other duties assigned

Front Desk Duties

- ▶ Update company phone list to include new employees or make changes and distribute to employees, including staff directory
- ▶ Determine where merchandise should be distributed internally based on type of return and department needs
- ▶ Train relief personnel for front desk duties
- ▶ Handle emergency or threatening calls; direct emergency vehicles; notify authorities and leadership as needed
- ▶ Support other departments as needed
- ▶ Operate office equipment such as cell phone, voicemail messaging systems, fax, copier, computer, keyboard and software applications to prepare reports and invoices

Additional Responsibilities

- Assist with maintaining all governing board documents including bylaws, attendance rosters, board contact lists, board member handbooks and meeting minutes
- Support a core values aligned culture of diversity & inclusion, trust, high performance, reflection, and gratitude, and ensure all people systems are aligned
- Assist DPC and leadership with any special projects and other duties as assigned

Skills and experience:

- Bachelor's degree or equivalent work experience
- 1 – 2 years as an office coordinator
- High attention to detail and ability manage towards deadlines
- Exceptional written communication
- Commitment to excellence
- Ability to work independently

Benefits and working conditions:

- Responsibilities occur at the College Bound office.
- Play a vital role in an organization that is privileged to work with hundreds of intelligent and deserving young people every day
- Ability to lift 20 to 25lbs
- Flexible working environment
- Able to work occasional nights or weekends

How to apply:

Interested candidates please send a cover letter, resume, applicable certifications and licenses, salary requirements, and three references: jobs@collegeboundstl.org with the subject Line: Office Manager. Some candidates may even be required to do a pre-screening assessment and will be alerted by the hiring manager if this is the case.

College Bound provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics, gender identity, gender expression, or sexual orientation (real or perceived). In addition to federal law requirements, College Bound complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

College Bound believes in the power of diversity as a starting point in the pursuit of racial, gender, social, and economic justice. We strive to create a culture where every individual is valued. We demand accountability and action from all individuals to serve with an open mind and from a place of compassion, love and humility. As an organization and as a community, College Bound commits to active listening and collaboration between students, families, alumni and staff to grow in understanding of how diversity and equity shape our work.