



Job title	Office Manager
Reports to	<i>Director of People & Culture</i>
Status	<i>Full-time exempt</i>

Who we are:

Through an individualized, holistic, and multi-year commitment, College Bound empowers students from disadvantaged backgrounds to complete higher education and enter successful careers. We have grown from an inaugural class of 36 students to over 450 (plus alumni). We believe that one college degree can end the cycle of poverty in a family. We believe in the power of people; in creating relationships defined by deep trust and enduring power. Our culture is one of high expectations and high support with an unwavering focus on degree completion. www.collegeboundstl.org.

The role:

The Office Manager (OM) role is to organize and coordinate office administration and procedures, in order to ensure organizational effectiveness, efficiency and safety. The OM is responsible for developing and maintaining intra-office communication protocols, streamlining administrative procedures and inventory control.

The OM will work closely with the Director of People & Culture (DPC) to execute office management responsibilities that include, but are not limited to, the execution of procedures that lead to organizational effectiveness. The OM serves as the point person for College Bound's technology, purchasing, intraorganizational calendaring, and administrative support of programs.

Your responsibilities:

Office Support

- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved, and that clerical functions are properly assigned and monitored
- Establish reference for office by outlining procedures for protection, retention and record disposal.
- Liaise between staff and senior management to ensure organizational goals and objectives are effectively communicated and met regarding office management
- Work with DPC with hiring and training of staff ensuring responsibility, and accountability
- Assist with internal communicate and disseminate of monthly newsletter
- Support monthly credit card reconciliation and communication

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

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, compensation and Working Experience

- Competitive benefits include a portion of paid employee health insurance, a health reimbursement account, dental, short-term disability, life insurance, 401K matching, paid parental leave for all and free vision insurance
- Play a vital role in an organization that is privileged to work with hundreds of intelligent and deserving young people every day
- Flexible working environment – for 2023, Fridays are typically remote workdays
- Position requires regular travel, including evenings and weekends
- Mileage reimbursement for work-related travel and ability to modify schedule to accommodate activities conducted outside of business hours
- Salary range for the role is between \$38,000 - \$42,000, depending on skills and experience

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.

Applications will be accepted through **August 25, 2023**.

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.