



Office Manager
Rev. 2023.10.26

FLSA Status	Exempt, Full-time
Reports to:	Program Director
Supervises:	No supervisory responsibilities

JOB SUMMARY

The Office Manager is responsible for ensuring the overall organization, coordination, and timely execution of Daystar Kids (agency) administrative operations, procedures, and resources to maximize organizational effectiveness and efficiency. Coordinates key operational and administrative activities including finance, HR, development, facilities, IT, governance, and ensures cross-departmental compliance. Primary duties include but are not limited to managing reception duties, monitoring enrollee attendance, supporting Human Resources functions, and records, purchasing, database management, billing, and other duties, as assigned.

ESSENTIAL FUNCTIONS

Reception & Cultivation

- Customer service: receives and interacts cheerfully with all visitors; serves as the first point of contact and ambassador for the agency's mission. Greets, and directs visitors and maintains required documentation e.g., sign-in sheets.
- Answers incoming internal and external telephone calls and provides exceptional customer service by using critical thinking, problem solving and/or forwarding the call to the appropriate department.
- Enforces visitor policies and safeguards to ensure the health and safety of all enrollees, employees, and visitors.
- Manages distribution of employee communications, including all incoming mail
- fax transmissions, emails, memos, and/or other communiques as directed and coordinates all outgoing mail, including courier services, inter-office mail distribution and items for circulation.
- Maintains building appearance and ensures that all areas of the building and property are kept orderly and in clean fashion, including sidewalks, parking lot, foyer, staff breakroom, conference room, etc.

Facilities & Information Technology Administration

- Maintains all furnishings, fixtures and equipment (FFE) and other inventory; is responsible for ensuring that all items are in proper working order (e.g., laptops, copiers, printers, telecommunication, and information technology systems) and is responsible for coordinating required repairs or replacements in a timely fashion.
- Responsible for the annual inspections of all building equipment and systems and for maintaining compliance with all agency requirements and regulations.
- Restocks all supplies and coordinates purchasing activities on behalf of the agency. Maintains accurate inventory and provides management with updated reports to ensure compliance with approved budget allocations.

- Is primary contact for building maintenance, vendors, and consultants to provide technical support to troubleshoot and resolve software, hardware, and connection issues.
- Troubleshoots, upgrades, and configures laptop computers and various office peripherals on behalf of the team and prepares and distributes office equipment and supplies to new employees.
- Provides new employee building orientation and training.

Program & Administrative Support

- Records and monitors enrollee attendance; ensures accurate entry into database. Collaborates with Program Manager and Family Support Manager to ensure timely reporting.
- Processes donations and bank deposits; assists with donor management record keeping and processing donor acknowledgements.
- Facilitate pre-employment paperwork with incoming employees. Ensure employees complete necessary pre-employment tasks (fingerprinting, vaccinations, medical clearances etc.) prior to on-boarding.
- Initiate all required new hire background checks and clearances.
- Meet with new hires to complete on-boarding paperwork on the first day of employment. Ensure paperwork is complete and correct. Follow up on needed items with candidates and employees
- Create paper and electronic personnel files for new hires. Scan all pre-employment and onboarding documents into electronic files and file all paperwork in permanent file. Ensure file is complete and accurate before start date.
- Maintains confidentiality and HIPAA compliance of all information related to the agency, enrollees, program participants, service providers, families, and staff that may be encountered, either formally or informally, during the normal course of business to include medical, educational, and treatment records, and financial and human resource information

EDUCATION & EXPERIENCE

- Bachelor's Degree preferred
- Three – five years of previous office manager or executive assistant experience required
- Excellent customer service experience and written/spoken communication skills
- Excellent time management and extreme attention to detail; ability to multi-task and prioritize work in a busy and open work environment
- Proficient IT and computer skills, utilizing Microsoft Office Suite (Excel required), Outlook, database systems, and Adobe
- Knowledge of office administrator responsibilities, systems, and procedures; strong organizational and planning skills in a demanding and fast-paced work environment
- Familiarity with donor management systems a plus

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must frequently lift and/or move up to 50 pounds
- The employee must be able to regularly stand for long periods of time, sit, bend and assume postures in low positions to best engage children and ensure visual contact
- The employee is regularly required to move from a seated position to a standing position promptly

- The employee is regularly required to use hands; reach with hands and arms and talk or hear
- The noise level in the work environment is usually noisy
- The employee must be able to work outside of regular work hours to manage onsite inspections and deliveries, as requested by the agency
- The employee is expected to work on-site in an office environment
