

# SBWIB, Inc.

## SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation & an equal opportunity employer.

### Front Office Manager

#### JOB ANNOUNCEMENT

#### Summary:

We are looking for a highly professional **Front Office Manager** to lead and supervise our front office team, manage our reception area and activities, and undertake a variety of day-to-day administrative tasks in support of our Executive Management Team. Being a first 'face' of our administration office, this person should have a pleasant personality with a dynamic professional attitude to ensure that all visitors and callers, alike, receive a heartwarming welcome and assistance. Our ideal candidate must be able to understand and enforce policies; take initiative as well as productively manage his/her time with or without supervision; have great time management and organizational skills; must be able to efficiently juggle various tasks in a timely manner; must be able to handle and work well under stress. The ideal candidate will also operate in a professional and ethical manner; refrain from gossip, and be able to efficiently handle complaints and understand the importance of maintaining confidentiality. This person must have excellent communication skills, phenomenal customer services skills and be comfortable working with others of diverse statuses and backgrounds. Ultimately, the goal is to ensure that all front office related tasks are efficiently managed and executed to add maximum value to the organization.

*This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.*

#### Salary & Benefits

This is a full-time position (40 hours/week) with a starting hourly wage of \$31.98 or commensurate with experience. Our Company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefit package represents a hidden value of additional income to our employees, which include a 75% health cost employer covered medical cost, sick and vacation time, holidays and a **competitive 401k plan**. All full-time employees are invited to participate in the company's health benefits package after completing the 60 days of employment. The employment probationary period is 6 months. Some of the beneficial perks offered at SBWIB Inc. are '**student loan forgiveness**' (**PSLF**) as we are a participating 501 (C) 3 non-profit. Our organization also pays up front for travel and hotel expense to any workshops, events, seminars, or meetings that are a distance outside of the norm to travel to.

#### Minimum Qualifications:

Graduation from an accredited college or university with a Bachelor's Degree in Management, Social Sciences, Business, Public Administration or a relevant field with at least three (3) years of experience in a similar position; previous experience and/or qualifications as an Executive Assistant or Secretary is a plus. Must have good working knowledge of administrative procedures or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform duties of this position. Must have a valid driver's license, reliable transportation and current vehicle insurance. Must also be able to successfully pass background and reference clearances and follow all safety protocols enforced by the Company and as listed under the below **working conditions**.

#### Other Skills:

- Must have excellent customer service, communication and organizational skills and be able to demonstrate dependability, promptness, punctuality and professionalism at all times.
- Must have extensive people skills with a demonstrated ability to work collaboratively, positively and effectively with diverse groups while fostering and maintaining positive working relationships.
- Must possess personal qualities related to respect for the rights and confidentiality of others and be able to apply discretion at all times.

- Must have thorough knowledge and experience with policy compliance, office management and basic bookkeeping procedures.
- Must have good problem-solving skills and be attentive to detail and accuracy, with a creative mind and ability to suggest and implement improvements as needed.
- Must have good hands-on experience with MS Outlook, MS Office (specifically Excel and Word) and general office machines (e.g. fax machines and printers);
- Must have experience coordinating and executing organizational events and be able to manage multiple tasks and projects in a timely manner.
- Must be able to work well under pressure and handle stress in times of working in a fast-paced multi-tasked environment.

**Essential Duties and Responsibilities:** Under the direction of the CEO or designee, the Front Office Manager's duties consist of efficient oversight of front office operations for a one to two-member team and execution of all administrative-related functions, including, but not limited to, the following:

- Provide direct supervision, including but not limited to the planning, training, directing and delegating of assignments and activities for front office staff;
- Ensure that front office staff are fully informed of the operations and functions of the organization as well as oversee that all duties and interactions are executed in a professional and thorough manner while exemplifying excellent customer service skills;
- Provide direct service which includes the greeting and assisting of all clients and visitors, including politicians and other guest, ensuring that they are directed accordingly and efficiently;
- Deal with queries from the public or clients via telephone as well as in person in which you may need to provide direction and/or take and relay messages accordingly;
- Deal with customer complaints or issues as necessary;
- Ensure office equipment, including copiers, fax machines, postage machine and printers are maintained in good working order and oversee inventory control in relation to reception/break areas;
- Organize and oversee all Admin conference rooms, ensuring cleanliness, order and that all equipment is properly working; be prepared to contact appropriate person to remedy equipment and/or system malfunctions and follow up to ensure requests are thoroughly completed;
- Coordinate meeting schedules and bookings of Admin conference rooms as well as assist with the preparations of meetings and organize catering when applicable;
- Liaise with facility management vendors, including cleaning, catering and security services;
- Coordinate all employee and Board member travel arrangements - for local and out-of-state meetings, trainings and conferences;
- Assist with various special projects and the coordination and execution of all organizational related events, including planning in-house or off-site activities, like annual parties, celebrations, conferences and award ceremonies;
- Serve as the point person for office duties including, running office related errands and shopping for meetings/events;
- Oversee the receiving, sorting and distributing of all mail and deliveries;
- Coordinate the purchasing, ordering and maintaining of Admin office supplies and other purchases as necessary;
- Process bills and invoices relevant to each order/requests;
- Maintain files and records with an effective filing systems;
- Collect and review petty cash request forms to ensure completion and approval signatures before submitting to CEO and/or fiscal for further processing;
- Collect and complete a preliminary review of company-wide timesheets to ensure accuracy and approval signatures before submitting to payroll for further processing;
- Oversee and coordinate the usage and maintenance of company's vehicles;
- Ensure knowledge of staff movements in and out of organization as well as monitor visitor access and maintain security awareness;
- Oversee that all rental properties maintain clean and professional appearances - internally and externally - and be prepared to communicate with building management when building maintenance is required. Follow up to ensure that all building requests are completed;
- Assist Safety with the coordination of emergency evacuations in the event of an emergency or during test runs;
- Assist with the enforcement of company's policies to ensure that all safety and security requirements are met;

- Represent the CEO at various meetings, including Rotary Club and Chamber meetings;
- Prepare correspondence and other documents as necessary;
- Provide general administrative and clerical support to other teams;
- Other duties as determined by needs of the CEO/company.

### **Working Conditions**

Applying for this position connotes an understanding and acceptance of duty in light of potential exposure relating to COVID-19 as you will be required to interface with multiple team members. Performing duties of this position will require wearing protective equipment (e.g. mask, gloves, etc.), and following protective measures enforced by the Company, City, County, State and/or Federal Authorities as it relates to current states of emergencies (e.g., pandemics) or the functions of this position. **Note:** Measures may change based on level of safety concerns. Employee may also be required to spend the majority of the day walking, standing, sitting at a desk, with some lifting and bending. Must have excellent time management skills, must be able to work well under stress and meet deadlines. Must also be able to travel to other locations for trainings, conferences and/or meetings within or outside our local area and occasionally statewide in which such travel may last one (1) or more days - if/as necessary. Reliable transportation, a valid driver's license and proof of insurance is a must. ***Must be able to provide official proof of vaccination or religious/exemption status from a verifiable clergy or doctor with contact information and signature included. Employees with approved exemptions will be required to provide COVID testing once a week or more, as necessary, and as enforced by the Company and its Contractors, the County and other applicable laws, regulations or orders.***

### **How to Apply**

Send a cover letter and résumé to [apply@sbwib.org](mailto:apply@sbwib.org) for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. **No phone calls please.**

The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

*The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to [apply@sbwib.org](mailto:apply@sbwib.org).*