

Non-Union Exempt Position Summary

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| JOB CODE: 10 | | | |
| POSITION TITLE: | <u>Office Manager</u> | DATE: | <u>July 2021</u> |
| DIVISIONS: | <u>Administration</u> | | |
| REPORTS DIRECTLY TO: | <u>Chief Executive Officer</u> | | |

POSITION PURPOSE:

Summary

The Office Manager will oversee the general administrative function and activities of the office. The Office Manager is responsible for providing high-level administrative support for the CEO, which includes supporting the activities related to the Board of Directors. This position coordinates a variety of programs and projects in collaboration with other team members to achieve consistent and effective execution in support of Fulcrum's Mission, Vision, and Values. This includes handling information requests and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, scheduling meetings, and travel and expense management.

ACCOUNTABILITIES: *(Key roles, responsibilities & functions for this position)*

- Provide CEO with administrative support, which includes supporting Board of Director activities.
- Provide calendar support, such as scheduling meetings, for executive leadership – CFO, COO, CCO
- Perform or facilitate maintenance of office equipment including cleaning, maintenance, and repairs.
- Coordinate with vendors as needed to manage facility and equipment services.
- Provide clerical support as the primary office receptionist responsible for incoming phone calls, general requests to the main corporate email inbox, sorting and distributing mail, and preparing documents.
- Provide first-level customer service including responding to phone and email inquiries with the ability to provide clear directions related to the use of online tools and resources
- Maintain inventory of office supplies; order new supplies as needed.
- Create reports, memos, letters and other documents using relevant computer software.
- Record, type and distribute meeting minutes.
- Greet visitors and determine whether they should be given access to specific individuals.
- Event planning and coordination for all staff functions.
- File and retrieve corporate documents, records and reports.
- Make travel arrangements, organize, and document related expenses.
- Recommend improvements to activities conducted within:

- The corporate office
- Reviewing specific workflows, and core business functions
- Carry out the implementation of improvements and changes to workflows and functions
- Create and maintain necessary documentation for supporting activities.
- Coordinate and helps improve effectiveness of certain organizational committees, including communicating with committee chairs and members
- Support staff in assigned project based work
- Coordinate with appropriate business owners staff office space, phones, parking, company credit cards and office keys
- Provide office orientation for new employees
- Setup accommodation and arrangements for company visitors and company events
- Provide basic technical computer support
- Performs other related duties as assigned

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m. Quarterly Board meetings are held in the evening.

Required Education and Experience

REQUIRED QUALIFICATIONS: *(Minimum qualifications needed for this position)*

- Associate's degree in office administration or related field
- Minimum 3 years' experience in providing administrative and clerical support
- Demonstrated competency with organization and planning for small and large projects
- Demonstrated critical thinking and problem solving
- Ability to interpret and create policies & procedures with simple supporting work instructions
- Type at least 60 words per minute
- Advanced verbal and written communication skills
- Strong interpersonal and customer service skills
- Time management with a proven ability to meet deadlines
- Organizational skills and attention to detail
- Collaboration skills
- Personal effectiveness/credibility
- Flexibility, ability to handle shifting priorities, demands, and timelines
- Stress management/composure
- Professional demeanor
- Effective facilitation of meetings
- Familiar with administrative support to departments required to prepare and submit audit materials
- Effectively prioritize and execute tasks
- Ability to create and edit documents within the full MS Office suite (PowerPoint, Excel, Visio, Outlook, Teams, Forms, etc...) and Adobe.

PREFERRED QUALIFICATIONS:

- Previous experience within a health plan and office management strongly preferred
- Ability to adapt to change in a fast-paced environment

DIRECT/INDIRECT REPORTS:

Number of direct reports and titles: 0

Number of indirect reports: 0