



## JOB DESCRIPTION

**TITLE:** Office Manager  
**STATUS:** Non-Exempt  
**DATE PREPARED:** March 2017

FPWA is an anti-poverty, policy and advocacy organization whose mission is to promote the social and economic well-being of greater New York's most vulnerable by advocating for just public policies and strengthening human service organizations. FPWA has a membership network of nearly 180 human service and faith based organizations that operate over 1,200 programs throughout the New York City metro area. Together we serve over 1.5 million low-income New Yorkers and strive to reduce poverty, advance upward mobility and create shared prosperity.

FPWA's multifaceted programming creates transformative results for nonprofit staff and the places they serve. We advocate tirelessly on behalf of our membership network of 180 health and human service organizations through establishing poverty-reducing policies and programs that provide sustained results. Our capacity-building work enhances the impact of our member agencies to better provide services while simultaneously delivering immediate assistance to address their clients' urgent needs.

### POSITION OVERVIEW

The Office Manager is responsible for providing administrative support to the Facilities team and organization at-large. They must be able to respond quickly and with good judgment. They must be able to interact in a professional and respectful manner with all those who engage with the organization and have a strong work ethic. The role is comprised of three key responsibilities: managing and coordinating use of FPWA's meeting facilities, day-to-day office logistics, and serving as point of contact for callers and visitors as reception.

### KEY RESPONSIBILITIES INCLUDE:

#### Conference & Meeting Facilities

- Provide timely information in response to all inquiries related to rental of conference space and FPWA programs

- Manage all scheduling for conference/ meeting room space including, processing all reservation requests from all internal and external clients, monitoring on-line scheduling, reminders, follow-up calls regarding Conference Center rentals, equipment, liaising with the Finance team to ensure timely raising and processing all associated invoices, and any other related tasks
- Coordinate all services required for meeting usage including equipment, catering, room layout, signage etc. Ensure on the day of scheduled events that rooms are appropriately arranged, requested equipment and services are available, the event has been posted and group appropriately greeted and that rooms are left in good condition etc.
- Prepare and maintain on a current basis the Conference Center weekly schedule/utilization register, monthly statistical and yearly reports
- Advertise and generate interest for Conference Center to yield more reservations
- Receive any funds as per policy, and transfer funds and billing information to the Finance Department
- Draft correspondence regarding Conference Center and related matters, when necessary

### **Day-to-Day Office Logistics**

- Coordinate with the Facilities & IT Manager to manage supply stocks, ordering supplies as needed
- Providing administrative support for internal meetings and event planning including but not limited to ordering supplies, food and other material as needed
- Reconciling organizational credit card as it relates to purchasing responsibilities
- Make arrangements for messenger services and ensure appropriate records are maintained in accordance with FPWA policies and procedures
- Provide ad hoc administrative support to other departments in FPWA as required

### **Reception**

- Receive all visitors to FPWA offices in a courteous and professional manner, and ensure that their queries are handled in appropriately and courteously
- Ensure that the reception area provides a professional and user-friendly first impression to all users of the space including ensuring that brochures/ materials are current and tidy, etc.
- Act as first point of contact for all calls to FPWA switchboard handle inquiries and taking messages as appropriate and / or transfer calls to the appropriate individuals
- Ensure that any mail and / or packages left at the reception desk are recorded and handled in according with agreed policies and procedures
- Alert appropriate administrative and supervisory personnel for support and assistance in the event of a security problem.

### **REQUIRED COMPETENCIES, SKILLS AND EXPERIENCE INCLUDE**

- A minimum of three years experience working in a similar office environment
- Excellent MS Office skills. Experience with Salesforce an advantage. Experience working with technology-based (e.g.VOIP) phone systems an advantage
- Articulate with an extremely professional self-presentation and outstanding interpersonal

skills

- Polite and tactful and able to maintain composure under pressure
- Excellent written and oral communication skills
- Proactive and solution-orientated, able to use initiative and work independently
- Excellent organizational skills, ability to prioritize effectively and handle multiple tasks simultaneously
- An excellent team player

**TO APPLY:**

Send **email** with cover letter and resume to [jobs@fpwa.org](mailto:jobs@fpwa.org) with subject **Office Manager**.

No phone calls or other inquiries please. Only applicants selected for interviews will be contacted.

**AN EQUAL OPPORTUNITY EMPLOYER**

FPWA is committed to employing people who reflect the diversity of our member agencies and the communities and people they serve.

*AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.*