**BASIC FUNCTION:**

The manager will oversee all company related operations by maintaining office systems, supply, and equipment inventory, and be the point person for all IT related functions. The Office manager will also handle our warehouse organization, event supply preparation, and event and office supply inventory to ensure an efficient, clean, and professional environment. Responsible for all linen and unique event rental inquiries, making the sale and seeing the sale through completion.

**DUTIES AND RESPONSIBILITIES:**

1. Responsible for office related operations including:
	1. Answering phones and greeting clients
	2. Offer administrative and executive support by updating documents, creating various office forms for tracking and procedures, photo copying, scanning, typing, filing.
	3. Restock and clean the following items daily/weekly: paper in printers, coffee, water in coffee maker, toilet paper in restrooms, and soda in refrigerators, kitchen and conference room.
	4. Empty all office garbage cans weekly.
	5. Care for all plants and floral
	6. Handle all errands including but not limited to mail, pick-ups, deliveries, and shopping.
	7. Maintaining office supply inventory and order items as needed.
	8. Assist with proof reading client documents, web sites, invitations, fliers, etc.
	9. Set up and take down of all holiday decor
2. Point person for all maintenance issues by communicating with landlord and necessary parties to ensure office is in good working order, clean, and safe.
3. Participate actively in the planning and execution of company events, employee engagement, staff anniversary and birthday activities.
4. Responsible for developing standards and promoting activities that enhance operational procedures.
5. Maintain an organized warehouse operation by overseeing all event logistics including:
	1. Responsible for restocking, cleaning, organizing and shipping back all materials and equipment after an event (i.e. linens, backdrops, etc)
	2. Ensures all tools and equipment are properly organized and stored.
	3. Keep area clean by sweeping, vacuuming rugs, etc
	4. Prepare, clean and load all equipment and materials for all events utilizing the supply list on the event schedule.
	5. Stock and organize event tool kits ensuring they are always ready to go.
	6. Manage the receipt, inspection and storage of all incoming shipments relating to events.
6. Manage all unique event rentals and linen rental inquiries and sales including but not limited to:
	1. Develop all estimates for inquiries, process all work agreements and payments, coordinate pick up/deliveries.
	2. Order all necessary supplies.
	3. Manage the fulfillment of all prop rentals through pulling the order and ensuring all items are clean and in working condition. Handle all deliveries and pick-ups along with restocking of rentals upon return.
7. Oversee all IT related functions including:
	1. Maintain a system for tracking all equipment, password software, keep all staff up to date on security and computer processes as IT provider recommends.
	2. Research, get quotes, and purchase all new equipment.
	3. Coordinate with 3rd party IT, internet, copy machine, and phone provider and for all service needs.
	4. Update internal phone system: voicemail greetings, assign new client lines, company voicemail management, etc.
8. Assist Project Manager/Event Coordinator with event/project related tasks including:
	1. Assist with event set ups and event staffing on an as needed basis.
	2. Responsible for all assembly related projects including gifts, name tags, invitations, etc.
9. Assist with the coordination of all Post Event meeting celebrations held at AE Office.
10. Assist with event set ups and event staffing on an as needed basis.

 **SUMMARY OF SKILLS, KNOWLEDGE, AND ABILITIES:**

1. Follow detailed procedures and ensure accuracy in documentation and data.
2. Ability to clearly present information through verbal and written communications; talk with customers and suppliers; listen well.
3. Able to demonstrate a high level of service delivery; do what is necessary to ensure customer satisfaction; deal with service failures and prioritize customer needs.
4. Anticipate and proactively solve problems.
5. Ability to remain open-minded and change opinions based on new information; perform a wide variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; adapt to varying customer needs.
6. Ability to manage multiple projects; determine project urgency; create detailed action plans to organize schedule.
7. Ability to maintain high standards despite pressing deadlines; establish high standards and measures; do work right the first time and inspect material for flaws; test new methods thoroughly.
8. Ability to work under pressure, work well with others, and be willing to do extra tasks as assigned.
9. Ability to network with people in a confident and professional manner.
10. Ability to accurately type a minimum of 50 wpm. Ability to operate a calculator, fax machine, copier.
11. Knowledge of computers and experience in Microsoft Word, Excel, PowerPoint, Outlook and Publisher.

**PHYSICAL AND MENTAL REQUIREMENTS:**

1. To accomplish the essential functions of this position, one must be physically able to operate a computer, calculator, telephone switchboard, and general office equipment.
2. The mental requirements of the position demand that an incumbent be able to work with confidential data, meet deadline pressure, and work quickly, accurately, and consistently with mathematical/accounting type data.
3. The physical activity of the position includes talking, reaching, fingering, repetitive motions, and hearing.
4. The physical requirement of the position can be classified as somewhat sedentary work but limited physical exertion needed when doing maintenance and warehouse functions.
5. Able to lift 25 pounds, bend, reach and climb with provided step stools, etc.
6. The length of day required for the position is classified as regular.
7. The position is not substantially exposed to adverse environmental conditions.
8. The visual acuity requirements of the position are typical of those who work deals largely in a clerical or administrative capacity.

**DIMENSIONS:**

Number of employees supervised: Possibly 2-3 (this area TBD)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *REVISION LETTER* |  | *REVISION**DATE* |  | *REVISION**DESCRIPTION* |
|  |  |  |  |  |
| A |  | Aug 2021 |  | Initial release |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |