



Office Manager
Job Description, February 2023
Anticipated start date: March 2023

Often cited statistics show that communities of color, women, and other marginalized groups apply to positions only if they meet ALL job criteria. NEW encourages you to change these statistics and apply for this job. We excitedly await your application!

OUR MISSION: Nonprofit Enterprise at Work ([NEW](#)) inspires and equips mission-driven people, organizations and communities to realize their visions of a just and thriving society.

OUR VISION: Empowered leaders, flourishing nonprofits, and vibrant communities.

OUR VALUES: Because we believe that communities, organizations and people are filled with potential waiting to be unleashed . . .

- We **Honor** the rich diversity of people, experiences and ideas.
- We **Invest** in our people, clients, and communities.
- We Seek to **Understand** by promoting lifelong learning for ourselves and our clients.
- We **Collaborate** by supporting each other as team members and through purposeful partnerships.
- We **Innovate** by encouraging creativity and finding solutions.
- We **Deliver exceptional service** - every time.

Purpose of Position

At NEW, quality experiences, smooth processes and sound systems are the key to our success. We are seeking a mission-driven individual with customer service and office management experience to join the NEW team. We're looking for an office manager who has excellent organizational skills to keep us thriving. The ideal candidate will have a natural flexibility in handling day-to-day routines as well as surprises.

The office manager's excellent problem-solving skills and attention to detail will provide a smooth, professional, and warm experience to community members navigating NEW's programs and services. They'll provide strong, reliable support for our operations including serving as a primary point of contact for all prospective clients, new and current tenants partners and provide administrative support to our team, including our CEO.

This person will help us achieve organizational efficiency by nurturing a positive, inclusive work environment. Their strong administrative, coordination, and communication skills will help prospective and current clients, tenants, and program participants connect with fellow NEW team members as well as get the information that they seek in a timely fashion. They will ensure that people who connect with NEW have an exceptional



experience and our physical work space is well-maintained ensuring that all members of our NEW Center on-site community—our 20+ tenants, conference room users and guests, and event attendees—are supported and cared for in all of their building needs.

This position advances our vision of empowered leaders, flourishing nonprofits and vibrant communities. Their commitment and implementation of diversity, inclusion, equity and justice will play a vital role in all that they do. Alignment to NEW's values will guide their interactions with colleagues and community members.

Note: The NEW Center is at the beginning stages of a larger building transformation and remodel. This process is led by the CEO and collaborating contractors. The Office Manager may be invited to participate in discussions in relation to this project, its stages, and progress.

Organizational Relationships

The role is supervised by the Chief Finance Officer (CFO). The person in this position will work closely alongside part-time building staff and contractors. This position's work also intersects with NEW's three Approach Teams:

1. **Learning Communities:** *NEW builds a learning network of people that are leading change on personal, interpersonal, organizational, and systemic levels within their organizations and communities.*
2. **Consulting:** *NEW partners with organizations and leaders to make measurable gains towards their goals and aspirations.*
3. **Managed Services:** *NEW provides essential back-office services, tools and space that enable social change as well as opportunities for collaboration and connection.*

Salary and Benefits

The salary for this position is \$55,000. This role is **full-time** and is **exempt by default**.

NEW offers cash and non-cash benefits: All team members are eligible for our flexible time off program, 11 annual holidays, and annual investment in their professional development. Team members working 30+ hours have access to a comprehensive benefits package, including medical and dental healthcare and a SIMPLE IRA match.

The role is primarily an **in-person** position. The team member can expect to work 40 hours/week.

Primary Responsibilities



Office Management (35%)

- Serve as the primary on-site contact for office manager duties for staff and tenants. This includes office maintenance, ordering supplies, and ensuring printers, postage machine, and other equipment are working;
- Maintain the building and office's general condition (e.g. changing ceiling tiles, replacing light bulbs, run dishwasher, water plants) and arrange necessary repairs;
- Liaise with, and manage contract negotiations with facility management vendors, including HVAC, janitorial, pest control, copiers, and other external contractors;
- Serve as an emergency contact for the building;
- Perform weekly walkthroughs of the building to ensure it is in pristine condition;
- Document building processes and keep maintenance records;
- Liaison for IT needs;
- Assist in the onboarding process for new hires, including gathering new hire paperwork, arranging keys, and updating internal records;
- Manage employee birthday and anniversary recognition on a monthly basis;
- Plan events and activities, such as staff parties, annual staff summit, and tenant social events;
- Navigate and manage software, including Skedda, Nutshell CRM, Google Suite, KEYSKAN security system.

Client Engagement (30%)

- Create a welcoming, inclusive, and accessible point-of-first-contact for inquiries via phone, email, website, and in person at the NEW Center;
- Monitor and manage inquiries to connect individuals with the appropriate NEW team members or other relevant resources. This includes answering phone calls and reviewing website inquiries and passing these along to fellow team members;
- Connect with team leads in order to understand the current capacity and accurately communicate NEW's work to potential clients;
- Engage proactively with existing clients across all of NEW's approaches to best meet their needs.



Tenant Relations (15%)

- Serve as a point-of-first-contact for all tenant- and affiliate-related inquiries;
- Track and renew tenant lease agreements;
- Respond and manage conference room rental requests;
- Invest in business development by holding discovery conversations, office showings, proposal development, and follow-up activities with potential new tenants;
- Maintain regular communication with tenants, including managing and resolving maintenance requests and facilitating quarterly Tenant Council meetings;

Administrative (20%)

- Participate in staff and other organizational meetings;
- Serve as a partner in NEW's financial controls by opening mail and processing checks/payments;
- Regularly perform administrative duties such as time tracking (in QBTime) and data entry (in Nutshell);
- Host or attend special events as needed to support our work;
- Pursue professional development and enrichment opportunities to stay current and advance knowledge in the areas of social purpose real estate, shared/coworking space, collaborative relationship-building, and office management.

Position Criteria

- Proven experience as an office manager, front office manager, administrative assistant, or other similar roles.
- Ability to engage with a variety of people and groups, manage multiple tasks, and thrive in a complex environment with multiple priorities.
- Ability to work independently with a high degree of reliability, accuracy, and integrity.
- Experience working in a fast-paced, rapidly changing environment.



- Demonstrated skills and experience with Google Suite; knowledge of customer relationship management (CRM) databases and other software is a plus.
- Hands-on experience with office, building and equipment machines and maintenance. Experience with maintenance schedules and building safety regulations is a plus.
- Flexible work schedule required for occasional weekend and evening programs.
- Valid driver's license and minimum required insurance by the State of Michigan.
- NEW requires all staff be fully vaccinated against COVID-19.

Behavioral Competencies:

- Is service-oriented, providing helpful and timely customer service in and out of the organization;
- Entrepreneurial spirit - self starter, ability to see the big picture and to act and communicate in ways that align to our culture;
- Adept in conflict management and resolution;
- Works well with other team members and can also work independently to reach goals;
- Shows initiative by offering new ideas and approaches;
- Value learning and professional growth through internal coaching and external training;
- Clearly expresses ideas and thoughts through both written and verbal communication;
- Pays close attention to detail and is organized in their approach;
- Works well with people and groups with varied identities, cultures, backgrounds, beliefs (nationality, race, ethnicity, religion, gender, sexual orientation, ability, class, and other social identities);
- Can understand and apply NEW's mission, vision, and values to their work.

Work Environment & Physical Demands:



- The work environment and 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 persons with disabilities to perform the essential functions. While performing the duties of this job, the employee may be required to:
 - Drive, stand, walk, and sit for long periods of time, climb stairs, stoop, and kneel
 - Lift up to 30 pounds and walk while carrying this weight, such as when moving tables or transporting materials
 - Regularly use a computer, which may include repetitive motions of the wrists, hands and/or fingers

NEW's Statement on Diversity:

We believe that our mission is most effectively fulfilled through a commitment to inclusiveness and a sense of belonging as core values and practices. We maintain that building and sustaining diversity requires an ongoing commitment to inclusion that must find full expression in our organizational culture, values, norms, and behaviors. We aim to lead by example, viewing and encouraging diversity as a fundamental and abiding strength of NEW, the nonprofit sector in Southeast Michigan and beyond.

NEW strongly values equity and believes in a just and fair society where all can participate, prosper, and reach their full potential. We work towards a more inclusive world and as such we are an equal opportunity employer and do not discriminate against any employee or applicant for employment because of race, skin color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, military status, pregnancy, or parenthood. NEW is committed to maintaining a diverse and multicultural working environment.

To Apply:

To apply, send your resume to **Linda Tam** - ltam@new.org - with the subject line "Office Manager application". We'll accept applications on a rolling basis. The application process will include a phone screening and virtual panel interview.