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<b>Job Title</b>	Office Manager
<b>PVN ID</b>	LE-2404-006230
<b>Category</b>	Clerical/Office Services
<b>Location</b>	LEHMAN COLLEGE
<b>Department</b>	Small Business Development Center
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$40,000.00 - \$45,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jun 08, 2024 (Or Until Filled)

## General Description

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The Small Business Development Center (SBDC) at Lehman Campus is currently seeking a dynamic and organized Office Manager to join our team. Reporting directly to the Regional Director, the Office Manager will play a pivotal role in ensuring the smooth and efficient operation of our Bronx location. As the Office Manager, you will be responsible for overseeing and coordinating administrative and clerical functions within the office. This includes providing support to the program team and Director, supervising support staff, managing office resources, handling correspondence, and maintaining office records. In addition to administrative duties, the Office Manager will work directly with small business clients, assisting them with scheduling appointments and other needs while ensuring a positive client experience. Effective communication and customer service skills are essential for success in this role, as is proficiency with technology, including Microsoft Office suite and working with Customer Relationship Systems (CRM). We are looking for a candidate who is highly organized, detail-oriented, and possesses excellent time management skills. The ability to adapt to a dynamic business landscape and work collaboratively with team members is also crucial.

If you are passionate about supporting small businesses, we encourage you to apply for this exciting opportunity to make a difference in the Bronx community. Join us in our mission to empower entrepreneurs and drive economic growth.

This position offers a hybrid work arrangement, with the possibility of transitioning to fully on-site as required, and is grant funded until December 31<sup>st</sup>, 2024 with option of renewal.

## Other Duties

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- Coordinate administrative and clerical functions in the office, prioritizing tasks and maintaining an effective workflow.
- Work with small business clients to coordinate appointments and responding to queries, concerns, and complaints.

- Supervise and train office support staff, ensuring they understand their roles and responsibilities.
- Manage intake and evaluation of incoming phone calls and email communications, directing them appropriately or providing assistance as needed.
- Coordinate and schedule trainings, meetings, events, and marketing efforts for the center.
- Coordinate office mail function, including sorting, distributing, and processing incoming and outgoing mail.
- Recording and filing meeting minutes.
- Handle documentation for human resources, including time sheets, personnel records, and employee benefits.
- Process vendor invoices and other payments, ensuring accuracy and timeliness.
- Maintain office filing systems, both physical and electronic, ensuring records are organized and easily accessible.
- Coordinate inventory and supplies, monitoring stock levels and ordering supplies as needed.
- Utilize and maintain familiarity with a range of software applications for data processing, document preparation, and budgeting.
- Oversee the SBDC client feedback system, managing evaluations and following up on client feedback as necessary.
- Coordinate conflict of interest certification with employees and provide guidance on best practices to clerical staff.
- Additional duties as needed.

## Qualifications

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### Competencies Required:

- Excellent verbal and written communication skills.
- Strong interpersonal skills and ability to build positive relationships with staff and clients.
- Proficiency in office software applications such as Microsoft Office suite.
- Effective time management and organizational skills.
- Attention to detail and accuracy in work.
- Ability to work independently and as part of a team.
- Problem-solving and decision-making abilities.

### Experience:

- 2+ years of experience in office administration or related field.
- Previous supervisory experience preferred.
- Familiarity with office equipment and procedures.

### Preferred Qualifications:

- Minimum of Associate's Degree in Business Administration, office management, or another related field.
- Bilingual – Spanish is preferred.