



POSITION DESCRIPTION

Job Title: Office Manager
Salary Range: Commensurate with experience
Hours: Full Time
Location: Washington, DC
Report to: Senior Manager, Operations

Purpose and Description

Under general supervision from the Senior Manager, Operations, the Office Manager will coordinate office administration and front desk operations, including monitoring a multi-line telephone from 9-5 each day; provide administrative support and assistance in meeting planning and member and program services; interact with building management and vendors; track various inventories (equipment, supplies, publications, etc.); coordinate computer and technical support issue resolution; and execute a wide range of duties that are required to operate a 30-40 person office.

Essential Functions

Office Management and Administration:

- Monitor and operate multi-line telephone, including incoming calls and voicemail; screen and route calls appropriately
- Greet and direct visitors and vendors and manage resulting transactions; sustain productive working relations with all association vendors, including landlord
- Maintain office space and day-to-day office operations (front desk, kitchen, conference rooms, offices, storage, and supply room) including office space organization, cleanliness, and functionality
- Manage and maintain office equipment and machinery; ensure adequate office supply inventory
- Sort and distribute mail
- Maintain office forms, staff lists and directories, calendars
- Publish daily Today at NASTAD e-mail newsletter
- Run errands as necessary for smooth office operation

Computer Support:

- Coordinate technical support and help desk issue resolution
- Initiate and oversee new employee set-ups in coordination with Human Resources
- Manage equipment inventory

Customer Service

- Support the Director of Service and Support with administration and management of member service functions, including database upkeep
- Assist program staff at all levels with office support such as reproduction, mail, faxes, mailings, notebook creation, data entry, business errands, etc.
- Ensure members receive the highest level of prompt and courteous support; assist program staff with member requests

Other Duties:

- Other duties as assigned

Minimum Requirements

Skills/Knowledge

- Exceptional organizational skills
- Professional appearance and manner
- Ability to take initiative and work independently
- Excellent written and oral communication skills
- Ability to work well with, and support, the work of others
- Experience with vendor relations
- Strong cultural competence
- Excellent Microsoft Office Suite 2007 computer skills
- Ability to multitask several projects at any given time, while maintaining strong attention to detail
- Knowledge of non-profit environment and HIV/AIDS helpful

Experience/Education

- Bachelor's degree and 3 or more years experience

Physical Effort and Dexterity

- Ability to lift, move and carry boxes up to 30 pounds for receiving, packing and shipping

Visual Acuity, Hearing, and Speaking

- Excellent verbal and written command of the English language

Environment and Scheduling

- Interest in working with a national HIV/AIDS public health organization
- Interested in working within a diverse work environment
- Must maintain excellent attendance
- Willing to travel as needed

Employer's Rights

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any lawful reason.

This position is classified as FLSA non-exempt.

How to Apply

Qualified candidates should apply by e-mail only to HumanResources@NASTAD.org. Subject line should indicate "**OFFICE MANAGER**" only to qualify as applicant. Please attach a cover letter and resume. NO PHONE CALLS PLEASE.

Please note that NASTAD is an equal opportunity employer and we cannot accept resumes, CV's, or cover letters which contain identifying information pertaining to race, color, religion, sex, gender identity or expression, sexual orientation, personal appearance, pregnancy, childbirth or related medical conditions, family responsibilities, marital, veteran or military status, national origin, age, disability, genetic traits, matriculation, political affiliation, or any other classification protected by federal, state or local law. Submitted items which contain any of the above information will not be reviewed or kept.