

Job Title	Office Manager
PVN ID	SI-1710-002170
Category	Clerical/Office Services
Location	COLLEGE OF STATEN ISLAND
Department	Small Business
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Dec 15, 2017 (Or Until Filled)

General Description

The position is responsible for general administrative duties including clerical and secretarial functions with latitude for independent judgement and serves as office manager in support of the Director and staff. This includes responsibilities for purchasing, travel, maintenance of a dedicated Management Information System, as well as assistance in grant and budget management. This individual processes appropriate paperwork to expedite payment requests, and reviews monthly financial data, for office tracking purposes, to comply with budget/payment integrity. Functions include assisting exempt level staff in planning, organizing, scheduling and administering workload operations and procedures. Engages in important liaison functions with the College of Staten Island administration, community, business and political groups, the SBDC Central Office in Albany, the SBA, and other Regional Center Offices in the SBDC network in NYS. Maintains accurate and up to date calendars and briefs and coordinates daily activities with the Director and staff. Arranges and assists with Board meetings, special events, ceremonies, and conferences. Provides assistance in the preparation of reports to the Director and responds to requests for information and assembles data as needed such as spreadsheets, etc.

Other Duties

- Coordinate administrative and clerical functions in the office, prioritizing and maintaining an effective workflow. Participate in recruitment and training of support staff.
- Provide reception and intake for telephone, mail, in person client contact and inquiries.
- Coordinate office mail function including deliveries and pick-ups from the mail room, UPS, Fed-Ex, and other delivery services.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Order and dispense supplies.

- Operate office equipment such as fax machines, copiers, and phone systems, as well as use computers for spreadsheet, word processing, database management, and other applications.
- Administer office functions including coordinating equipment and space resource requirements.
- Assist counselors with scheduling, research, and workshop coordination.
- Development of marketing/promotional materials, and related advertising print ads for use in training, seminars, etc.
- Assist clients with marketing efforts.
- Knowledge of social media platforms/analytics.
- Compose and post online content to the company's website and social media accounts.
- Staying on top of marketing trends.
- Planning seminars/workshops in support of small businesses on Staten Island and Bay Ridge, Brooklyn.
- Coordinate documentation for human resources including new hire forms, benefits, medical leave, and similar documentation. Prepare correspondence and other documents while maintaining confidentiality.
- Monitor time and leave for the staff (and interns) and prepare timesheets.
- Process vendor invoices and other payments.
- Coordinate inventory/supply functions.
- Compiling and distributing financial and statistical information such as budget spreadsheets.
- Writing reports, company brochures, and similar documentation.
- Employ marketing analytic techniques to gather important data (social media, web analytics, rankings, etc.)
- Develop processes to improve and streamline administrative operations, maintain filing systems, document retention, etc.
- Use Web-based data collection and management system. Oversee SBDC client feedback to Centers for appropriate action. Follow-up on evaluations returned to the Center.
- Coordinate conflict of interest certification with new statewide employees. Assist, advise, and share best practices with clerical staff working at regional centers.

Qualifications

- Ability to organize, prioritize, and manage day to day projects.
- Ability to work independently and as an integral part of a team.
- Ability to treat confidentially all matters of importance.
- Ability to handle multiple tasks and meet deadlines.
- Ability to handle complaints, resolve conflicts, and refer issues to the Director when appropriate.
- Proficiency in use of major software to support office operations.
- Knowledge of Microsoft Office, Constant Contact, and Social Media Platforms.
- Verbal and written communications.
- Excellent problem solving skills.

Experience:

This position requires 5-7 years administrative and clerical experience in an office. Familiarity with marketing/social media, word processing, spreadsheet, documentation preparation and other software applications. Ability to pay attention to detail and work independently.

Qualifications:

Undergraduate degree required.