



OFFICE MANAGER

About APAH

APAH is an award-winning non-profit affordable housing developer. APAH's mission is to develop, preserve and own quality affordable places to live; to promote stability and opportunity for our residents; and, to advocate with the people and communities we serve. APAH is a mission driven, community minded and resident focused organization guided by six core values: compassion, integrity, collaboration, innovation, excellence and impact.

About the Position

APAH's office manager takes the lead on ensuring that the office is running smoothly and efficiently. APAH's ideal candidate is organized, customer service oriented, calm under pressure and able to manage multiple tasks at a time. They are the type of person who is willing to pitch in and help with any task, large or small, at any time and can keep a positive attitude and environment for the office as a whole.

The Office Manager manages APAH's day-to-day operations, including vendors and contracts, supplies and IT, and provides administrative support for the Chief of Staff and other employees. In addition, the office manager plays a key role in recruitment and hiring administration, human resources support and supports the Community Relations team with events. Finally, they support all teams as needed with special projects and administrative support.

Job Responsibilities

Office Management (60% of time spent)

- Ensure that all office operations and procedures are well organized, efficient and well-communicated to all employees.
- Walk through the entire office, including conference rooms, at least once per day to ensure cleanliness and temperature control as well as to observe any unreported facility issues.
- Coordinate and maintain overall office systems including IT, phones, copiers, supplies, postage, building systems and vendors. Coordinate janitorial and maintenance service for the office.
- Provide basic technology and phone system support to colleagues and coordinate support from third party consultants when needed.
- With the administrative assistant, maintain well-stocked supplies at all times, including regular purchases made online and in person in a thoughtful manner to ensure competitive pricing.
- Prepare budgets and cost estimates for all office spending; track spending throughout the year.
- Manage office-vendor relationships with service providers including contract negotiation as needed.
- Maintain all office paper and digital files under the approved filing system, including real estate files. Maintain shared office contacts in Outlook.
- Coordinate weekly meetings with admin leads from each department to discuss upcoming meetings and administrative needs.
- Answer main phone line and provide assistance to visitors as needed

- Cover the front desk periodically, as needed, including all conference room management, ordering, picking up (occasionally) and setting up in office lunches.
- Become a notary for the state of Virginia for in house notary capacity.
- Other duties as assigned.

Executive Assistance and Special Projects (20% of time spent)

- Provide administrative support to Chief of Staff and other members of the staff as needed, including calendar support, coordinating travel when necessary, and completing expense reports.
- Scheduling meetings and preparing mailings, presentations and handouts.
- Assist with support for APAH's Board of Directors as necessary.
- Assist Community Relations team with logistical components of events including scheduling planning meetings, coordinating vendors, catering, décor, attendees/outreach, etc.
- Serve as administrative support to other departments through one-time projects and on an ongoing basis as needed, including assisting with real estate closings.

Human Resources Support (20% of time spent)

- Lead bi-weekly staff lunch programming, including ordering food, planning light program and suggesting ice breakers.
- Provide recruitment support including editing and posting job positions, filtering resumes received and scheduling phone screens and interviews with candidates.
- Create onboarding schedules and administer new hire paperwork.
- Record and track training requests from all employees; assist with identifying training resources as needed.
- Assist with benefit administration including completing reports, corresponding with employees and researching new vendors.
- Maintain job postings and job descriptions.
- Assist with administration of year end annual review process.
- Research best practices, new policies and create updated forms periodically.
- Assist with personnel file management as needed.

Qualifications

- Detail oriented and strong organizational skills; able to efficiently manage multiple projects at one time
- Positive, open to feedback and customer service oriented
- Creative problem solver with strong judgment skills
- Strong interpersonal skills and preference for collaboration with proven success working with others
- Ability to work independently in a fast-paced, deadline driven environment
- Experience managing event logistics preferred
- Excellent written skills a plus
- Proficient in MS Office (Word, Excel, Outlook, Adobe and Power Point)
- BA/BS preferred plus 2-4 years of professional work history
- Must have regular access to a vehicle.

Expected Hours of Work

This is a full-time, exempt position. The office manager will generally work 40 hours per week, from 8:00am – 5:00pm with an hour break for lunch. The office manager's hours will shift from time to time to accommodate early morning or late evening meetings. There may be times when longer work hours are required.

Physical Demands

- Primarily required to sit; use hands to finger, handle or feel objects, tools or controls; and talk or hear.
- This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.
- Regularly lift up to 40lbs (paper, soft drinks, event supplies, large filing boxes, etc.)

Salary and Benefits

Commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

APAH offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

How to Apply

Please submit your resume and a thoughtful cover letter to resumes@apah.org. Resumes will be accepted until the position is filled, but priority consideration will be given to resumes received by 5:00pm on March 18, 2019.