



Facilities and Office Manager JOB DESCRIPTION

Position: Facilities and Office Manager

Reports to: Director of HR & Culture

Status: Full-time, non-exempt

Summary/Description: The Facilities and Office Manager supports RHI's daily operations by maintaining the organization's physical sites and core office systems. The Facilities and Office Manager closely supervises the facility environment at multiple locations, manages the supply inventory for all facilities, and oversees the policies, procedures, activities and events on site. In 2020 and beyond, this person will focus heavily on RHI's Re-Opening practices after being closed for several months due to COVID-19. The Facilities and Office Manager also performs a variety of HR tasks and provides occasional front desk coverage as back-up to the Receptionist. The Facilities and Office Manager has additional administrative responsibilities at the discretion of the Director of HR & Culture to support the broader operations and senior leadership team.

Responsibilities: The responsibilities of the Facilities and Office Manager include but are not limited to:

Facilities:

- Manage the overall facility environment at the Hicks St. and farm locations; enforce policies to ensure a professional, safe, secure and organized workspace and workflow
- Oversee building opening and closing routines and front desk schedules
- Guide the office through the evolving Re-Opening process to ensure staff are healthy and following RHI's COVID-19 protocols, including:
 - Collect periodic health surveys
 - Maintain adequate cleaning/disinfecting supplies and PPE to distribute
 - Coordinate staggered schedules, adjusted seating assignments and reduced capacities in all spaces
 - Support expanded work-from-home policies
- Serve as 'safety marshal' overseeing the facilities' various safety policies, such as:
 - Organize routine fire and shelter-in-place drills; obtain fire safety credentials
 - Monitor the facility's camera system
 - Oversee the implementation and proper use of Staff IDs and Visitor badges
 - Guide staff through the proper use of safety communications tools such as the PA system and walkie talkies
- Oversee the office's public computer/copier/fax policies
- Act as the first point of contact regarding all facility-related issues (in person and via a facility@ email address): respond to staff inquiries in a timely manner; contact appropriate vendors, or escalate, when necessary, to Deputy Director (?); communicate support/solutions to broader Operations team

- Ensure that maintenance issues are logged and relayed to maintenance staff and addressed in a timely manner
- Collaborate with the RHI Leadership Team to create initiatives and incentives that foster a “culture of clean”
- Serve as the IT liaison with RHI’s outsourced Helpdesk and Technology support
- Work with program staff to implement systems to manage RHI’s Chromebook inventory so that the devices are used respectfully and efficiently

Human Resources / Culture:

- Work with HS and YA Program Managers to ensure new hire paperwork is completed properly and in a timely manner; enter and update electronic HR files as necessary to ensure accurate, up-to-date records (in ADP)
- Create annual wage notifications for participants on payroll
- Support recruitment efforts by researching job boards and posting all open positions on behalf of the organization
- Support onboarding process (e.g., create email accounts, add to email lists and staff directories, partner with a ‘buddy,’ develop onboarding procedures and schedules; introduce to basic systems; conduct background checks)
- Manage paperwork related to keeping RHI compliant with various state and city regulations, such as filing all employees’ certificates documenting sexual harassment training completion
- Actively participate in the “Sunshine Committee” to promote a lively, fun office culture; plan office-wide activities, such as staff happy hours, potlucks and other morale-building events

Finance (A/P) / Administration:

- Back up Finance Manager in handling routine transactions: processing of invoices, collection of receipts, and coding of documents to be filed electronically, as necessary
- Back up monitoring of finance@rhicenter.org email account as appropriate
- Manage the office’s administrative, kitchen and bathroom supplies: keep an inventory, approve the placement of orders, verify and e-file receipts
- Manage vendor relations and accounts as they relate to facility and administrative needs (e.g., water coolers, printers, mail/shipping systems, etc.)
- Provide back-up to the receptionist, covering the front desk during their lunch daily
- Attend and contribute to operations team meetings

Supervision:

- Supervise receptionist roles and anyone covering the front desk, serving as a mentor, advisor, coach and accountability partner; hold weekly check-in meetings that focus on both required tasks and growth goals
- Ensure that the receptionists understand what is expected of them and are able to meet their core responsibilities while also taking initiative to find new ways to support the organization when possible

Skills, Knowledge and Competencies:

- Excellent organizational skills; ability to manage projects and processes with clear workplans; demonstrated ability to follow tasks through to completion, over time
- Strong customer service approach and willingness to interact with and support a wide variety of stakeholders (visitors, vendors, staff, consultants)
- Capable of working on multiple tasks at one time, often under pressure

- Ability to keep accurate records and statistics
- Ability to be discreet when handling confidential information
- Problem-solving approach and patience with wide variety of learning styles
- Attention to detail and a conscientious attitude
- Ability to work independently

Qualifications:

- Familiarity with Microsoft Office and Google Business applications
- QuickBooks experience a plus
- 4-5 years previous administrative work or related experience
- Involvement with or familiarity with Red Hook community
- Bilingual (English/Spanish) preferred