



## **Office Manager and Assistant to the COO**

**FLSA Classification:** Non-Exempt  
**Position Type:** 12-month Staff, Full Time  
**Reports to:** Chief Operating Officer

### **OVERVIEW OF POSITION:**

This position is dedicated 50% to office management and 50% to assistance to the COO. These roles demand a professional that is an integral part of keeping the school operating in an organized and professional manner for both an internal and external audience. The Office Manager will oversee the running of the front office and reception area and general business of the school in regard to some key day-to-day operations ensuring the front office maintains safety and efficiency in the necessary protocols. As Assistant to the COO, this individual will play a large role as Human Resources generalist as well as assisting with other areas overseen by the COO of Facility, IT, and Safety.

### **OFFICE MANAGER RESPONSIBILITIES**

- Manages the Main Campus Receptionist.
- Responsible for the managing of the front office on the main campus including the receptionist duties when the receptionist is out of the office, office equipment maintenance, purchasing and receiving, usage of school space, processes around visitors, ensure students are checked in and out properly and travel safely to and from the front desk, all while ensuring operations are running smoothly and safely.
- Works closely with Senior Leadership on various school functions, planning and scheduling meetings, conferences, teleconferences, and travel.
- Ensure that all school and relevant events are on the Shared Church and School Facility Calendars and Campus Events calendar.
- Monitor campus event proposals and ensure all important details are communicated.
- Be the liaison with any requests involving equipment set up for presentations and ensure all is supplied and ready for the meetings as provided in the campus events form.
- Assist with parking plan and traffic flow during large events.
- Ensure the conference room is booked properly, cleaned and presentable for meetings.
- Oversee and coordinate the permit needs for signage on Atlanta Road.
- Monitor and triage incoming phone calls. Maintain the voicemail phone tree on the main campus phone.
- Perform other clerical work as required, including but not limited to photocopying, filing and coordination of mailing.
- Research, organize and disseminate all emergency process instructions for the school, working closely with the COO in developing all processes to present to leadership.
- Oversee scheduling and organizing of all emergency drills for Main and Hive campuses, updating emergency plans, maps and flash cards for all campuses.
- Safety Committee Representative and support to COO in managing the committee.

- Partner with the controller on all procurement for the school and ensuring there is a constant stock of everyday supplies.
- Ensure public spaces in the school remain organized including the front office, teacher workroom, and kitchen.
- Assist with carpool as needed and oversee that carpool is closed at the proper times.

#### **ASSISTANT TO COO RESPONSIBILITIES:**

- Schedule meetings as required while ensuring calendar is free of scheduling conflicts.
- Take the lead on handling and solving any urgent issues that may arise as delegated by the COO.
- Provide detailed and organized work on any special projects as assigned.
- Assist as needed and fulfill various tasks that fall within the three critical functions of the school of Human Resources, Facility, and Technology.
- **HUMAN RESOURCES**
  - Support the COO in employee processes such as FMLA and workers' compensation.
  - Assist in implementation and maintenance of the HRIS system.
  - Maintenance of HR policies and compliance.
  - Submit new hire, vendor, and volunteer background checks and drug screenings. Ongoing task of updating employee's background checks as required by the mandatory renewal cycle.
  - Set up online training for all new hires. Track and ensure all employees are up to date on all mandatory renewal online training.
  - Work closely with the COO to set up and remove employees in the proper databases.
  - Assist with onboarding paperwork for new hires.
  - Ensure I9 compliance is met with up-to-date files and This properly destroying I9's on the required timetable.
  - Update all master employee lists (including birthday list for the PA) for any new hires and employee exits.
  - Book and track professional development for all faculty and staff, pending leadership approval.
  - Assist with employee recognition including tracking years of service.
- **FACILITIES**
  - Work closely with Facility Manager and COO to maintain list of furniture to be built and other facility projects, tracking updates and progress.
  - Fill in for COO, as needed, by working with Facility Manager on any facility needs
- **IT**
  - Manage walkie talkie inventory and submit any in need for repair
  - Works closely with COO to assist with any IT needs such as maintaining IT inventory, and troubleshooting any emergency IT needs, including Chromebook repairs as supported by the Main Campus Receptionist.

#### **QUALIFICATIONS:**

- Minimum of 3 years of prior experience as an Office Manager; 1 year experience in Human Resources preferred.
- School experience strongly preferred.
- Organization, time management, detail-oriented and a commitment to excellence

- Strong administrative and relationship management skills.
- Ability to balance multiple priorities in a complex environment.
- Being a strong communicator, both in written and verbal form, and understanding the nuances of workplace politics, people, and business a must.
- Strong customer service skills and tactful approaches
- Strong in all Office Suite programs and be fearless in learning new systems, processes, and problem solving. Fluency in Outlook, Word, and Excel is a must. Familiarity with Adobe and Google programs
- Extremely discrete and trustworthy. Maintains confidence and protects operations by keeping information confidential.