



Who We Are

The Women's Opportunities Resource Center (WORC) is a nationally recognized not-for-profit organization headquartered in Philadelphia that promotes social and economic self-sufficiency for economically disadvantaged women and their families. WORC provides training, individual business assistance, a savings program, support services, and access to business and financial resources.

What's the role? Office Manager

We are seeking a dynamic individual to join our team! Reporting to the Director of Finance, the Office Manager is responsible for organizing and coordinating front office administration and procedures to ensure organizational effectiveness, efficiency, and safety. The Office Manager will independently perform a wide range of administrative tasks supporting operations, facilities, human resources, and information technology. The ideal candidate is a well-organized individual, an initiative-taker, comfortable with performing tasks with minimal supervision, and flexible to adapt to ever-changing priorities. This is a full-time position working in the Philadelphia office.

We'll trust you to:

- Front office management to ensure a welcoming, professional, and safe environment for clients, vendors, consultants, and staff members encompassing:
 - Answer and redirect incoming calls, scribe messages, and manage emails, faxes, and mail distribution.
 - Provide first-line support for clients, answering basic questions, and redirecting complex questions to the appropriate staff member.
 - Maintain current and organized program literature in the reception waiting area.
 - Organize backup coverage as required.
- Manage building facilities and security operations, ensuring compliance with city codes, which involves:
 - Conduct regular checks of the facility and its surroundings for adherence to compliance, safety, and security protocols.
 - Manage relationships with vendors for contracted services and minor repairs (under \$500), such as janitorial services, HVAC, elevator, pest control, snow removal, electrical, and plumbing.
 - Collaborate with the local fire department to conduct fire safety drills.
 - Verify the proper functioning of the security system.
- Ensure the smooth and efficient of office operations, including:
 - Address minor technological and office equipment problems and liaise with vendors or consultants for more intricate issues when necessary. This encompasses troubleshooting computer and equipment malfunctions, handling email/network/phone outages, and ensuring security protocols are met.
 - Administer technology resources, coordinating software and hardware deployment in collaboration with an external IT consultant. This involves tasks such as installing software and equipment, maintaining, and securing servers, and providing staff training.
 - Support the Director in researching, planning, and procuring capital expenditures. This includes items like telephone and computer systems, as well as office equipment.
 - Manage the daily operations and upkeep of the computer lab, resource center and incubator.
 - Analyze and identify continuous improvement opportunities/solutions to optimize the efficiency of daily office operations.
- Manage HR administrative tasks, which include posting job listings on both internal and external job boards, screening resumes, conducting initial phone interviews, coordinating interview schedules, and conducting background checks and reference verifications. Additional activities include:
 - Create comprehensive onboarding schedules for new hires, conduct engaging orientation sessions, and conduct thoughtful exit interviews for departing employees.
 - Maintain organized employee files, ensuring all relevant documentation is accurately filed and up-to-date.
 - Oversee the distribution of paychecks, ensuring timely and accurate delivery.
 - Contribute to building a positive work culture by organizing special activities, such as formally recognizing employees' birthdays and work anniversaries.
- Perform other duties as assigned.

You'll need to have:

- 2+ years of experience managing day-to-day office operations in a professional environment.
- Experience with establishing and managing vendor relationships.
- Experience working independently and demonstrated excellence at follow-through.



- Experience in troubleshooting computer and office equipment problems is preferred.
- Advanced computer skills, including MS Office and database systems.
- Excellent relationship-building and communication skills.
- Ability to pivot quickly to address ever-changing priorities.
- Strong analytical and problem-solving skills.
- Excellent prioritization, organization planning, and time management skills.

We'd love to see:

- College Degree preferred.
- Experience in troubleshooting computer and office equipment problems is preferred.
- Demonstrated experience in Human Resources Support is a valuable asset.

Compensation

Salary Range: \$40,000 – \$47,000 benefits include vacation, paid holiday, health insurance, and retirement plan.

The referenced salary range is based on the organization's good faith belief at the time of posting. Actual compensation may vary based on factors such as work location, work experience, market conditions, education/training, and skill level.

Application Process:

Interested parties should email their email your resume with cover letter and salary requirements to: careers@worc-pa.com

WORC/EOF is an equal opportunity employer, and we value diversity at our company. We do not discriminate on the basis of age, ancestry, color, gender identity or expression, genetic predisposition or carrier status, marital status, national or ethnic origin, race, religion or belief, sex, sexual orientation, sexual and other reproductive health decisions, parental or caring status, physical or mental disability, pregnancy or maternity/parental leave, protected veteran status, status as a victim of domestic violence, or any other classification protected by applicable law. We also provide reasonable accommodations for qualified individuals with disabilities and for sincerely held religious beliefs in accordance with applicable law.