

Office Manager Job Description

NRI was formed in 1987 as a distinct, non-partisan, not-for-profit 501(c)(3) organization. We originally served as the research ally of National Association of State Mental Health Program Directors (NASMHPD), the organization representing state mental health commissioners/directors and their agencies.

Since 1987, NRI has been the only national organization working with state agencies, the Federal Government, and other entities to define, collect, and analyze data on public behavioral health systems. NRI is the leading organization for collecting performance measurement data from a majority of state psychiatric facilities, and some private psychiatric facilities, for The Joint Commission reporting requirements.

ESSENTIAL RESPONSIBILITIES:

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- Provides executive-level support to the Executive Director/CEO, such as working with outside constituents, partners, and Board of Directors to schedule meetings and calls. Assists with other high level support tasks, such as letters, and developing PowerPoint presentations.
- Provides support to the Senior Director of Consulting and Research in business development and may work directly on state or federal projects as assigned.
- Maintains corporate records including bylaws, articles of incorporation, board of director meetings, and other business documents.
- Monitors Voice Mails received to main phone number and routes the message to the appropriate staff; greets customers/clients and accept deliveries.
- Maintains corporate calendar, including scheduling meetings and instructs others on use of the calendar system.
- Supports the divisional representatives and the Executive Director in managing web and teleconferencing services such as GoToMeeting. This may include scheduling the events, providing technical support to presenters, editing recordings, and managing the archives.
- Performs meeting support tasks, including communicating with attendees, assisting with preparation of supporting materials/shipments, developing PowerPoints, working with the hotel and other vendors. Coordinates catering and purchases items as requested.
- Liaison to communications and IT support companies.
- Maintains adequate office supplies and orders supplies on a bi-weekly basis or as needed.

- Provides administrative and clerical support to the business proposal process.
- Processes mailings, via mail, e-mail, and UPS shipments; arrange courier package pick-ups and deliveries and confirm arrivals.
- Assists the accounting, human resources, information technology, and business development departments with a variety of operational duties including the following (though not exhaustive)

Accounting

- Supports the Controller with maintaining internal controls, invoicing support as needed and other corporate related documents such as business license filing.
- Supports the Controller with other duties that may be assigned.

Human Resources

- Assists the Senior Directors with posting jobs for new positions.
- Assists in all hiring practices, such as maintaining E-Verify, gathering appropriate paperwork to be filed, such as application, background screening, and other onboarding needs. May consult with HR consultant as needed.
- Assists the Executive Director/CEO and Senior Directors in the orientation and onboarding of new employees and follows established onboarding procedures, and recommends improvements to onboarding.
- Provides all employees the appropriate HR forms at their request and routes to the Controller for processing.
- Serves as the point of contact with the building for suite and building related issues and communicates with staff regarding building or suite issues.
- Works with the IT support and security companies to provide security cards for access to the suite and interfaces with building management to assign security cards to gain access to the building.
- Provides any appropriate annual staff safety training and maintains documented procedures.
- Other duties as may be assigned by the Executive Director/CEO

Information Technology

- Works with the IT support company and serves as the employee point of contact for troubleshooting issues when IT support has not resolved an issue.
- Serves as the point of contact for IT support for onsite visit scheduling and other identified needs.
- Will work with IT support company to recommend and gain approval from the Executive Director/CEO related to IT supplies that need ordering.
- Other IT duties as may be assigned by the Executive Director.

Business Development

- Assists with a variety of business development support tasks as assigned by the Executive Director/CEO or the Senior Director of Consulting and Research.

Other Responsibilities:

- Attends program and training events as directed; and performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Associates degree with five or more years' experience in a not-for-profit or for-profit environment providing corporate high level support. Bachelor's degree preferred.
- Must have the ability to prioritize and handle multiple tasks and/or multiple projects simultaneously which requires a high level of detail.
- Proficient with MS Office Suite including Word, PowerPoint, Access and Excel programs
- Excellent writing and communication skills

SUPERVISION:

- The Office Manager will be supervised by the Executive Director/CEO as the primary supervisor. The position will also report indirectly to the Senior Director of Consulting and Research and to the Controller.

WORKING CONDITIONS:

- The Office Manager works in an office environment in Falls Church, Virginia, and has sustained posture in a seated position for prolonged periods of time.
- This position is eligible for limited teleworking options including emergency or special circumstances approved by the Executive Director/CEO.

NRI is an Equal Opportunity Employer