



JOB DESCRIPTION

Job Title: Office Manager	FLSA Status: Non Exempt
Department: Operations	Supervises:
Reports To: Executive Director	Date Written/Revised: November 2025

Summary:

The Office Manager ensures that the Latino Community Center (LCC) operates smoothly, safely, and efficiently by managing daily office operations, facilities, vendor relationships, administrative and internal systems, and organization-wide logistics. This role is proactive, highly organized, and responsible for creating systems that help staff focus on community and program delivery.

The Office Manager provides direct supervision of LCC's office services—including but not limited to mail distribution, records management, reception systems, office supplies, copy/print services, telephone/communications systems, and coordination of maintenance and cleaning services. This position works closely with the Social Services team to ensure adequate coverage of the center and a positive experience for families and visitors.

Essential Duties and Responsibilities:

Internal Operations & Systems

- Collaboratively with leadership develop and maintain office policies, procedures, and internal workflows to improve staff productivity and communication.
- Maintain organized digital and physical filing systems and shared document access.
- Support onboarding and off boarding processes (workspace setup, equipment, keys, tech access).
- Manage organizational calendars, room reservations, and office-wide coordination.
- Ensure meeting and event spaces are set up and restored appropriately following use.
- Monitor and manage the organization's main information email account, ensuring timely responses or routing messages to the correct team member.
- Communicate building updates, maintenance work, disruptions, or operational changes to staff.
- Support internal communication workflows to ensure clarity and consistency.
- Coordinate daily center coverage to ensure the office is staffed, welcoming, and aligned with safety and visitor procedures.
- Work closely with the Social Services team to ensure smooth visitor flow and consistent reception support.

Building & Facilities Management

- Oversee daily functioning of the building, offices, parking areas, storage, common areas, and meeting spaces.



- Coordinate and monitor cleaning, maintenance, repairs, safety compliance, pest control, and preventative facility upkeep.
- Ensure all spaces remain clean, orderly, and available for program use.
- Maintain and update inspection records, safety equipment logs, repairs, warranties, and scheduled maintenance calendars.
- Liaise with landlord/property management to resolve building issues and ensure compliance with lease obligations.

Vendor, Contract & Procurement Management

- Serve as primary contact for vendors, service providers, utilities, security systems, technology support, and building contractors.
- Monitor vendor performance, escalate issues, and track service outcomes.
- Manage procurement and purchasing of equipment, supplies, furniture, and technology.
- Maintain records of contracts, service agreements, warranties, and renewals.
- Coordinate timely payment of vendor invoices with the Finance team

Technology & Equipment Coordination

- Coordinate with IT support to resolve technical issues.
- Manage inventory of laptops, devices, walkie-talkies, access badges, and other tech assets.
- Maintain logs of access permissions and equipment assignments.
- Support staff with basic tech troubleshooting and platform onboarding.

Safety, Compliance & Building Standards

- Ensure compliance with workplace safety standards, emergency procedures, and building regulations.
- Maintain documentation required for inspections, insurance, and regulatory compliance.
- Support emergency preparedness planning and staff communication protocols.

Finance & Budget Support

- Manage budgets related to office operations, facilities, supplies, and maintenance.
- Process invoices, reimbursements, and vendor payments in coordination with Finance.
- Maintain cost tracking, receipts, service logs, and purchasing documentation.

Competencies (Knowledge, Skills, and Abilities):

- Proactive Problem Solver
- Reliable and Accountable
- Detail-oriented with strong execution
- Professional judgement and discretion
- Relationship builder
- Systems thinker
- Cultural Humility
- Proficiency in Google Workspace,
- Excellent written and verbal communication abilities.
- Customer Service Orientation
- Empathy
- Flexibility



- Collaboration

Education, Certification(s), and/or License(s) Required:

- 3–5 years experience in operations, facilities coordination, office management, or a related role.
- Strong organizational and project management skills with demonstrated follow-through.
- Excellent verbal and written communication.
- Proficiency with Google Workspace and common software tools.
- Ability to troubleshoot technology issues and coordinate with IT vendors.
- Ability to lift up to 20–25 lbs occasionally and navigate multi-floor facilities.
- **Bilingual Spanish/English strongly preferred.**
- Experience working in Latine, immigrant, or community-centered settings preferred.
- Act 33/34, FBI Clearances, National Sex Offender Registry
- Complete Recognizing and Reporting Child Abuse Mandated Reporter training in Pennsylvania

Other Requirements:

- Cultural sensitivity to the needs of the Latino community
- Demonstrated ability to establish and maintain effective working relationships with program staff, landlord and vendors
- Strong organizational and time management skills with attention to detail.
- Team player and go-getter with a growth-mindset; takes initiative
- Availability to work flexible hours including afternoons, evenings, and some weekends is required
- Capacity to display understanding, patience, and problem solving skills.
- Ability to handle confidential information with discretion.
- Flexible, proactive, and able to work independently or collaboratively.

Physical Demands and Work Environment:

This description is representative of requirements that must be met by an employee to successfully perform essential functions of this job.

- Individuals may occasionally be required to lift, push, pull, and carry up to 20 pounds.
- Individuals need to go up and down the stairs and be able to walk outdoors to supervise the functioning and condition of parking spaces.

Position Type and Expected Hours of Work:

This is a full-time position; hours may be Monday through Friday, 9:00 AM to 5:00 PM, but the incumbent may work at other times or on weekends to adjust to events and service hours. This is an in-person role. Remote or hybrid work arrangements are not available due to the nature of the responsibilities.

Working Conditions:

Works in a normal office setting with no exposure to adverse environmental conditions.

1. Frequently required to work at a fast pace.
2. Requires organization and administrative skills



Compensation:

- **Hours per week:** 40 Hours
- **Salary:** \$45,000 - \$55,000
- Additional Benefits including medical, dental, vision, life insurance, short-term disability, and PTO time