

JOB DESCRIPTION OFFICE MANAGER

Title:	Office Manager/Executive Assistant	FLSA Status:	Non-Exempt Hourly
Reports To:	Jon Shiplett, President/CEO	Last Revised:	February 18 th , 2025

POSITION PURPOSE

The Office Manager acts as the 'face' of Eden + Gray by welcoming clients and others who pass through our doors. Just as importantly, this role acts as direct support for two department heads.

The Office Manager provides administrative support to ensure smooth operations of our design/build firm. This role also coordinates communication of invoices and client payments for processing and ensures that our leaders have access to the financial and operational information they need to make good decisions. This role is responsible for upkeep of our retail and office space and for ensuring that our construction vehicles are serviced and ready to go at all times. This role coordinates most aspects of our retail operations, which includes sales of custom furniture, luxury paint, and décor and seasonal items. Finally, this role tackles a wide variety of special projects to ensure Eden + Gray functions at our best.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative Support

- Monitors, manages the general Eden + Gray inquiries and answers office phone calls helping to communicate with new leads to connect them to creative director.
- Monitors, organizes and draft responds to the CEO's inbox, transferring project-specific tasks to project management tools.
- Monitors, organizes and draft responds to the Creative Director's inbox transferring project-specific tasks to project management
- Optimize the firm's calendar, schedules meetings on behalf of Eden + Gray leadership; preps for and cleans up after on-site meetings. Sends reminders, organizes catering when necessary.
- Prepares meeting agendas, gathers relevant materials, and takes detailed minutes.
- Schedules full coverage for the showroom coordinating lunches and ensuring phones/showroom floor is covered at all times.
- Acts as the primary point of contact with office services vendors
- Orders office supplies for the team
- Manages office mail and directs client project material packages to the Program Coordinator for quality control and inventory
- Coordinates onboarding activities for new employees, including completion of required forms
- Sets up new computers/phones and ensures software is available. Maintains office equipment including garage organization, package delivery, security system, printers, telephones, and all technological equipment.
- Ensures office is running efficiently and with excellence creating a warm and welcoming environment for staff, clients, and retail customers.
- Completes other administrative tasks as assigned

Bookkeeping and Reporting

- Schedules time for the CEO to focus on cash flow analysis and invoice approval, gathering information from KPIs for quick review
- Runs weekly reports of PTO for employees for ownership review looking for discrepancies and accuracy for field and design staff

- Records expenses and bills for construction and furniture projects
- Manages COIs and Lien Waivers for all client jobs
- Manages monthly Key Performance Indicator (KPI) dashboard for owner review

Retail Operations

- Receives, organizes, and tags retail inventory
- Greets customers and completes point of sale transactions
- Coordinates orders for Farrow and Ball paint with designers
- Answers basic questions about custom furniture orders and refers to a Designer
- Shares information about common client requests to the Creative Director for consideration in future orders

Facilities and Fleet Maintenance

- Cleans the office/retail location and stocks necessary cleaning and maintenance supplies
- Acts as the primary point of contact and scheduler for facilities services not provided by the landlord
- Manages office/retail location maintenance and repair
- Manages mileage tracking and registration for all fleet vehicles
- Schedules and manages fleet vehicle servicing and repairs

Special Projects

- Helps to events in the showroom
- Helps with special projects and performs other duties as assigned by Creative Director typically related to organization of showroom, or support for marketing efforts.

REQUIRED QUALIFICATIONS AND SKILLS

- Three to Five years' professional experience as an executive assistant or like role
- High level of technological skill
- Must have a valid drivers' license and be able to pass drug screening
- Demonstrates personal initiative and works and makes decisions with minimal guidance or supervision
- Quickly adapts to changing priorities
- Shows exceptional attention to detail and strives for excellence while balancing multiple projects at once demonstrating an ability to prioritize accurately
- Delivers exceptional written and verbal communication
- Demonstrates professional experience and maturity in dress, speech, and demeanor
- Demonstrates the ability to navigate change in a calm, thoughtful, and positive way
- Experienced with basic software, including Microsoft Office 365, Dropbox, Asana, etc. and comfortable learning new software as required

PREFERRED QUALIFICATIONS AND SKILLS

- Prior office management or senior administrative assistant experience preferred
- Associate's or bachelor's degree or four years of professional experience in a similar role preferred
- Experience with Asana, Houzz Pro, or other project/task management software helpful, through training can occur upon hire
- A task master, tenacious, self starter who anticipates the needs of ownership and clients intuitively.
- Highly organized and extremely detailed.

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Able to sit or stand for extended periods

- Requires visual acuity suitable for computer use
- Frequently uses manual dexterity to perform tasks
- Capable of pushing, pulling, lifting, and/or carrying up to 25 pounds, typically to manage office supplies and deliveries
- Noise level in work environment is generally low to moderate

Eden + Gray will provide reasonable accommodations to enable individuals with disabilities to perform essential job functions and encourages prospective employees to discuss potential accommodations with Eden + Gray.

BENEFITS

- Health Insurance
- Dental Insurance
- PTO
- 9 Company Holidays
- Disability
- Product discounts
- Simple IRA options

Hourly \$20-\$25/hr based on experience. This is a full-time position work hours set in office 8-5 with 1 hour lunch break.

