

JOB DESCRIPTION OFFICE MANAGER

Title:	Office Manager	FLSA Status:	Non-Exempt
Reports To:	Jon Shiplett, President/CEO	Last Revised:	October 29 th , 2023

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 the team parent and calm in the storm that is the world of residential remodeling.

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 the general Eden + Gray email inbox and answers office phone calls
- Monitors and organizes the CEO's inbox, transferring project-specific tasks to project management tools as needed
- Monitors and organizes CD's inbox transferring project-specific tasks to project management tools as needed
- Schedules meetings on behalf of Eden + Gray leadership; preps for and cleans up after on-site meetings
- 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 and ensures software is available
- Completes other administrative tasks as assigned

Bookkeeping and Reporting

- Routes client project invoices to the Project Coordinator for review; sends all other invoices to CEO for approval
- Routes client payments to Project Coordinator for processing and deposit
- Schedules time for the CEO to focus on cash flow analysis and invoice approval
- Creates monthly Key Performance Indicator (KPI) dashboard for owner review

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

Retail Operations

- Orders retail inventory - including seasonal products - at the direction of the Creative Director

- Receives, organizes, and tags retail inventory
- Creates visually appealing merchandising displays for retail items
- Greets customers, suggests retail items, and completes point of sale transactions
- Coordinates orders for Farrow and Ball paint
- Answers basic questions about custom furniture orders and refers to a Designer when needed
- Shares information about common client requests to the Creative Director for consideration in future orders

Special Projects

- Helps to plan and execute 'define your style' and other events in the showroom
- Helps with special projects and performs other duties as assigned

REQUIRED QUALIFICATIONS AND SKILLS

- Two years' professional experience
- 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
- Delivers exceptional written and verbal communication
- Demonstrates professional experience and maturity
- Demonstrates the ability to navigate change in a calm, thoughtful, and positive way
- Experienced with basic software, including Microsoft O365, Google Drive, 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 and/or interest in residential design and remodeling helpful
- Experience with Asana, BuilderTrend, or other project/task management software helpful, through training can occur upon hire

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

Hourly \$18-\$22/hr based on experience. This is a full-time position work hours set in office 8-5 with 1 hour lunch break.

