

Job Title: Office Manager  
Reports To: Executive Assistant

The Foundation for Advanced Education in the Sciences (FAES), Inc., is an entrepreneurial non-profit organization, located at the National Institutes of Health (NIH) in Bethesda, Maryland, which conducts advanced educational programs and activities to promote the productivity and attractiveness of professional life on the NIH campuses. FAES programs complement NIH's work in accomplishing its mission of research and training in the biomedical sciences, and FAES seeks to continue to create and sustain cutting-edge programming in all operational areas. We provide full-service event and conference management services and limited housing for the NIH community and affiliated organizations.

**Position Description:** The Office Manager is an integral part of the organization for which we are seeking a detail oriented, self-starter with a great attitude. This is a lean team, and the job responsibilities are quite diverse, including, but not limited to, providing support to the Executive Assistant and the Chief Executive Officer (CEO) and managing the office's day-to-day operations. The Office Manager's primary role is to make it possible for employees to function effectively and efficiently. This role reports directly to the Executive Assistant, although tasks will also often be directed by the CEO. The Office Manager must have good interpersonal skills with the ability to interact effectively with all levels of staff, management, and internal/external customers using tact, courtesy, and discretion. This position will liaise with the NIH community, work with vendors and contracts, order office supplies, and ensure the office operates efficiently. The ideal candidate will have 5+ years of experience supporting senior executives in a busy, deadline-driven environment. One must have a positive, can-do attitude and be resourceful and forward-thinking.

COVID-19 Note: FAES is currently on telework schedules with limited on-site efforts expected until 2021. This position can begin through remote resources through the end of calendar year 2020, but will be asked to assist with efforts to return to the workplace fall/winter 2020. FAES issued computer equipment and PPE will be provided for all work-related efforts. This position will be asked to participate in all NIH COVID-19 testing and safety protocols to ensure a safe working environment for all.

**Responsibilities:**

- Provide general front desk support to visitors and handle customer inquiries with poise and professionalism; must be able to handle confidential information, with discretion, and utilize appropriate independent judgment
- Manage office supply inventory to meet organizational needs while remaining within budget; prepare purchase requisitions and order equipment and any other special items required for office operations, negotiate with vendors as appropriate
- Prepare, review and approve office supply acquisitions and accounts payable documentation
- Set up meeting rooms for Executive and Advisory Committee meetings
- Prepare for and assist with Executive Committee and Board Meetings, including minutes and meeting materials
- Manage conference rooms and organizational calendar schedules, appointments, and reservations

- Ensure that all mail received is forwarded to the appropriate person and/or destination; collect and prepares outgoing mail.
- Receive and respond to questions or problems regarding the office operation, research information to provide information or resolve issues in a timely manner, trouble-shoot solutions, and coordinate vendor repairs
- Coordinate with and provide backup to the Business Services Director on building maintenance and facilities issues
- Assist with IT functions including basic troubleshooting and equipment inventory management
- Monitor and maintain budgets for NIH event support
- Manage relationships with vendors and service providers, ensuring that all items are invoiced and paid on time
- Ensure professional appearance of office through organization
- Participate actively in the planning and execution of company events
- Coordinate office staff activities to ensure maximum efficiency, such as new hire equipment purchases and NIH badging requirements
- Partner with HR to maintain office policies and compliance posters as necessary
- Analyze and monitor internal processes, suggest improvements, and assist with implementation of changes
- Maintain a safe and secure working environment by ensuring company policies are followed
- Create and maintain front desk manual procedures

**Qualifications:**

- Bachelor's degree preferred
- Minimum of 5-10 years of progressively responsible administrative experience is required
- Must be highly organized, efficient, professional, mature, able to adapt readily, and multitask
- Excellent communication and interpersonal skills
- Great attention to detail and strong written and verbal communication skills are required; recent writing sample required
- Must be able to interact with a diverse population of staff, students, faculty, patients, and board members, including high profile visitors.
- Ability to work in a fast-paced environment and manage competing priorities
- Motivated individual and strong team player
- Solid Proficiency and experience in Microsoft Office 365 (Word, Excel, PowerPoint, etc.) and Adobe Acrobat, Microsoft Teams, and Zoom.
- Must be able to pass an NIH background check to be employed at FAES

**Physical Activity Requirements:** Must possess mobility to work in an office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes weighing up to twenty-five (25) pounds, and be seated for extended periods.

Exceptional Benefits Available.