



COUNCIL ON SOCIAL WORK EDUCATION

## JOB AD

**JOB TITLE:** Office Manager  
**REPORTS TO:** Vice President, Finance and Operations  
**OFFICE:** Finance and Operations  
**EFFECTIVE:** July 2020

### POSITION SUMMARY

Founded in 1952, the Council on Social Work Education (CSWE) is the national association representing social work education in the United States. We are seeking an Office Manager to join our team. If you are friendly, energetic, and highly organized this may be the right opportunity for you. The office manager will be responsible for providing support services for the organization, such as receptionist duties, telephone, mail/deliveries and distribution, greeting guests, in-house meeting logistics, event planning and coordination and other support services. The individual in this position will be a member of Finance and Operations and will report to the Vice President, Finance and Operations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Office Administration & Operations

- Serves as first point of contact for incoming callers and guests. Ensures effective communication that represents a professional organizational image. Provides general support for visitors.
- Phone calls and Emails – Answers general organization inquiries and routes all other inquiries to the appropriate staff.
- Oversees general office operations
- Coordinates the processing of incoming and outgoing mail and deliveries, with accurate distribution to staff.
- Keeps telephone directory and telework schedule up-to-date and distributes to staff. Coordinates CSWE staff events to include office gatherings, summer event(s), and holiday party.
- Responsible for the office's day-to-day operations; working with the building's security, facility and maintenance staff as required and appropriate.
- Serves as the point of contact with building management to obtain parking passes, garage clickers and key fobs from building management for new employees. Canceling and collecting key fobs and garage clickers upon staff member leaving CSWE. Manages meeting room calendars.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Works hand and hand with IT on general office equipment.
- Manages staff office moves.
- Purchases and tracks inventory of office supplies, to include the supplies needed for in office meetings. Purchases furniture, office equipment, for the entire staff in accordance with CSWE's purchasing policies and budgetary restrictions.
- Responsible for managing and maintaining office suite space, including the kitchen area (cleanout of the refrigerator and microwave on an as needed basis). Maintains a professional appearance in reception area and all conference rooms.
- Assists in any office transitions (within the office and/or to a new office space, if that is the case).
- Assists with collating special mailings, and filing of finance paperwork, as needed. Participates as needed in special department projects.

### **In-House Meetings Administration**

- Assists and manages logistics for in-house meetings for the organization which includes; securing conference room space, coordinating catering requests/needs, set up/breakdown of conference room and handling service requests. Works with property management regarding janitorial, security, HVAC and lighting. Works with IT to confirm needs and set up.
- Responsible for gathering and reviewing Spring Governance attendee expense reimbursement requests.
- Provides accounting/reconciliation of credit card charges for meetings and processes reimbursements for attendees as appropriate.

### **Financial**

- Creates and processes invoices for Accreditation, Publications and Site Visit reimbursements as well as special project funding. Record accounts receivables on a monthly basis.
- Prepares reconciliation reports for Finance.
- Prepares and follows up on outstanding invoices.
- Provide accounting with shipping summary report monthly

### **QUALIFICATIONS, KNOWLEDGE, SKILLS**

- High school diploma required, an Associate's Degree preferred, and a minimum of 5 consecutive years of general office experience and demonstrated knowledge of mailroom operations and phone switchboards.
- Prior experience in office management and logistics required.
- Prior experience with finance and accounting duties is preferred.
- Strong and effective communication skills.
- Outstanding customer service skills including effective interpersonal skills.
- Working knowledge of mail processes such as postage machine, bulk mail, Federal Express, USPS and UPS.
- Demonstrated knowledge of and experience with running and maintaining office machinery to include copier and fax machines, binding equipment, etc.

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- Proficiency with all MS Office Applications including MS Word, Outlook, Excel; experience with data entry.

### **ADA SPECIFICATIONS**

This position is primarily sedentary and is performed in an office setting. Position requires ability to communicate effectively and the ability to use computers, telephones and other office equipment. Periodic out-of-town travel is also required. To be qualified, you must have the requisite skills, experience and education for the job and must also be able to perform the essential functions of the job, with or without reasonable accommodation. The Council on Social Work Education provides reasonable accommodations to all employees & applicants upon request.

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### **Application Instructions:**

- Please email your resume and cover letter to [jobs@cswe.org](mailto:jobs@cswe.org)
- Please communicate your salary requirements in your email
- When submitting your application via email, please title the subject line “CSWE Office Manager”
- Please title all attachments using the following format: “last name, first initial\_ document name CSWE” (ex. Doe, J\_Resume CSWE or Doe, J\_Cover Letter CSWE)

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