

# OREGON SYMPHONY

## JOB DESCRIPTION

### Office & Administrative Support Manager

EXEMPT STATUS:	SALARIED (EXEMPT)
REMOTE HYBRID ELIGIBLE:	NO
DEPARTMENT:	ADMINISTRATION
REPORTS TO:	VP & CFO
DIRECT REPORTS:	NONE
EFFECTIVE/LAST UPDATED:	April 10, 2025

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#### POSITION SUMMARY:

The Office & Administrative Support Manager is the central point of contact for office operations, IT support, and front desk reception. This role ensures a welcoming, efficient, and well-supported workplace by managing office administration, providing basic IT troubleshooting, and serving as the first point of contact for visitors and staff. The ideal candidate is highly organized, customer-service-oriented, and comfortable handling a mix of administrative and technical responsibilities in a fast-paced environment.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

##### Front Desk Reception:

- Serve as the first point of contact for visitors, staff, and vendors, ensuring a professional and welcoming environment.
- Answer and direct phone calls, emails, and other inquiries to the appropriate departments.
- Manage incoming and outgoing mail and deliveries.
- Assist staff and guests with general inquiries and provide office-related support as needed.

##### Office Administration & Facilities Management:

- Oversee daily office operations, including facilities management, ensuring a smooth and organized work environment.
- Maintain office supplies and equipment, coordinating repairs and restocking as needed.
- Implement and enforce office policies, including workspace guidelines and emergency procedures.
- Coordinate logistics for meetings, events, and office-wide activities, including scheduling, catering, materials prep, and setup.
- Provide scheduling, travel, and backup admin support for leadership team members.
- Act as the primary liaison with vendors, service providers, and building management.
- Support new employee onboarding and offboarding, including workspace coordination and setup, and office tours/orientation.
- Track and manage office-related expenses within budget constraints.

##### IT Support & Technology Coordination:

- Provide basic IT support to staff, including troubleshooting computers, printers, and connectivity issues.

- Set up and configure employee devices, including desktops, laptops, and peripherals; escalate complex issues as needed.
- Maintain an inventory of IT equipment and office technology, managing procurement and replacements.
- Assist employees with software applications, videoconferencing tools, and IT best practices.
- Liaise with external IT providers for more advanced troubleshooting and network/system issues.
- Manage user accounts, email access, and IT resources for new and departing employees.

#### **QUALIFICATIONS:**

- Bachelor's degree or equivalent experience relevant to the role.
- 3-5 years of experience in a related role.
- Experience providing IT support in a professional environment preferred.
- Strong interpersonal and communication skills, with a welcoming and professional demeanor.
- Excellent organizational and time-management abilities, with attention to detail.
- Proficiency in Microsoft Office Suite, Teams, and common videoconferencing platforms.
- Basic IT troubleshooting skills for Windows, macOS, and office hardware.
- Ability to manage multiple tasks and respond quickly to staff and visitor needs.
- Problem-solving mindset with adaptability in a fast-paced environment.
- Professional discretion and commitment to confidentiality.

#### **ADDITIONAL COMPETENCIES:**

- **Professionalism:** Maintains a respectful, tactful approach in all interactions, manages stressful situations with poise, upholds ethical standards, and demonstrates reliability by following through on commitments and maintaining integrity.
- **Collaboration & Communication:** Actively contributes to a team-oriented environment by offering and accepting feedback, listening attentively, participating meaningfully in discussions, and balancing personal and group responsibilities for collective success.
- **Motivation and Initiative:** Displays a proactive mindset with minimal supervision, consistently pursuing growth opportunities, tackling challenges with determination, and showing a readiness to take calculated risks and accept new responsibilities.
- **Dependability:** Demonstrates reliability by being punctual, meeting commitments, and adhering to instructions, ensuring work is completed on schedule and communicating effectively when adjustments are needed.
- **Quality and Quantity of Work:** Strives for accuracy and thoroughness, proactively seeks feedback for continuous improvement, monitors productivity to meet and exceed standards, and maintains a balance between speed and precision in completing tasks.

#### **WORK ENVIRONMENT**

This position is onsite/in-person, Monday-Friday, at our downtown Portland office.

This job description outlines the primary responsibilities of the position but is not an exhaustive list. The employee may be asked to perform additional duties as necessary to support organizational goals.