

Job Title: Receptionist & Office Manager

Department: Administration

Reports to: Senior Executive Assistant

Position Summary: The Receptionist & Office Manager reports to the Senior Executive Assistant and is responsible for providing office management services to all of CrossLink and GMLx Operations. This includes office upkeep and organization, managing inventory of office supplies and vending products, and liaising with our company vendors.

Qualifications required:

- Associates degree

Qualifications desired:

- Bachelor's degree or equivalent
- 2+ years of administrative experience

RECEPTIONIST - Essential functions and responsibilities:

- Greet and welcome visitors with a smile
- Answer, screen and forward incoming phone calls
- Provide callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.
- Receive, sort and distribute daily mail/deliveries
- Maintain phone extension list, organizational charts and employee databases
- Ensure reception area is tidy and presentable
- Maintain office security by following safety procedures and controlling access via the reception desk
- Perform other clerical duties such as photocopying, faxing and filing

OFFICE MANAGER - Essential functions and responsibilities:

- Serve as the point person for office manager duties including: maintenance, supplies, equipment, errands, shopping
- Update calendars and schedule meetings
- Manage and replenish inventory of office supplies and vending products
- Manage all office catering needs
- Manage in-house activities budget and track actual spend
- Maintain the office condition and arrange for necessary repairs
- Partner with HR to update and maintain office policies, communications and other items as necessary
- Assist in the onboarding process for new hires
- Coordinate with IT department on all office equipment
- Manage contract and price negotiations with office vendors and service providers (with Executive Admin team support)
- Liaise with facility management vendors, including cleaning, catering and building services
- Plan, execute and post review in-house activities, like parties and celebrations
- Coordinate BioSkills lab needs and document all detail for reporting
- Manage all FedEx accounts and communicate any additions, deletions or changes to appropriate staff
- Provide general support to visitors

Nonessential functions:

- Other projects as assigned

Success factors/job competencies:

- Proficiency in MS Office (MS Outlook, Word, Excel and PowerPoint, in particular) and Visio
- Hands on experience with office machines (e.g. fax machines and printers)
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- Customer service oriented

Physical demands and work environment:

- Light physical activity: Sitting at a computer for extended periods of time, occasional lifting (up to 25 lbs.), frequent standing/walking to manage office duties.

Performance standards:

- Annual performance review and attainment of annual bonus objectives/goals