

Commission on Institutions of Higher Education

Office Manager

Description

The Office Manager works 20 hours per week (four hours per day Monday-Friday) to assist with operational management tasks to support the diverse business needs of the Commission on Institutions of Higher Education. The Commission is the regional accrediting body for 236 colleges and universities in the six New England states and eleven overseas institutions. The Office Manager will apply proven organizational, communication, and problem-solving skills to help support the Commission and ensure efficient operations.

Reporting Relationship

The Office Manager reports to the Executive Assistant to the President of CIHE and works collaboratively with other members of the CIHE staff.

Responsibilities

- Collaborate with Commission staff to understand the organization's needs and plan for day-to-day operations
- Oversee office operations by organizing and maintaining policies and procedures
- Develop and maintain administrative/personnel records, files, and spreadsheets and create procedures that support updating these materials
- Formulate procedures for systematic retention, protection, retrieval, transfer, and disposal of administrative/personnel records
- As needed, arrange meetings, conference calls, and appointments as well as domestic and international travel
- Maintain and update the office calendar and review and process timesheets as requested
- Prepare routine correspondence
- Maintain standard office supplies and equipment, while reviewing and approving supply requisitions for new requests
- Coordinate office repairs as necessary
- Liaise with accounting and human resources firm and all contracted services and suppliers, serving as the primary contact for the office.
- Prepare and review lists of institutions to be billed for dues, visits, and purchases and track and review payments to volunteers, vendors, and staff.
- Receive and direct office calls and serve as the primary point of contact for office vendors and service providers, addressing any general questions or concerns. Assist with personnel searches, including placing position advertisements and scheduling interviews.
- Coordinate with NEASC IT staff as needed regarding licenses and equipment; project manage technology initiatives requested by the Commission, driving support and optimization
- Provide additional ad hoc support to the Commission as required

Position Requirements

Formal Education & Certifications

- Four-year college or university degree and at least five years of relevant work experience – or demonstrated equivalence in skills and experience.

Knowledge & Experience

- Experience in administrative or office managerial role, preferable in not for profit or higher education
- Excellent project management skills and/or substantial exposure to project-based work structures
- Experience in client facing or customer service role
- Knowledge of Microsoft Office software (Excel, Word, PowerPoint); knowledge of database applications (Access or Salesforce) desirable
- Familiarity with budgets and work with financials

Personal Attributes

- Excellent written and oral communication skills; strong customer-service orientation
- Superior attention to detail
- Preference for working in a team-oriented, collaborative environment
- Excellent time management skills; ability to organize, plan and anticipate needs
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Effective problem-solving skills; ability to conduct research into application issues and products
- Highly self-motivated with the ability to adapt to situations and a tolerance for ambiguity
- Good cheer with a sense of humor and uncommon civility

Work Conditions

- Occasional evening and weekend work to meet deadlines
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components
- Physically able to participate in training sessions, presentations, and meetings
- Some travel may be required

3 Burlington Woods Drive # 100
Burlington, MA 01803

<https://cihe.neasc.org>

Salary and benefits are competitive and commensurate with qualifications and experience.

Screening of applicants will begin immediately and continue until the position is filled. Applications received by May 4, 2018 will be assured full consideration. Individuals wishing to apply should send a letter of interest and resume to:

Barbara Brittingham, President
c/o Betsy Coldewey

e-mail: bcoldewey@neasc.org