



JOB POSTING

Position Title: Office Manager

Reports to: Chief Administrative Officer

Status: Full-Time, Exempt

Manages Others: No

Work Location: In-person, 5 days/week

1150 University Ave. Rochester, NY 14607

Salary range: \$65k - \$75k

Posting date: 9/10/2026

Position Summary

The Office Manager is responsible for overseeing the daily operations, administrative functions, and physical environment of the organization to ensure an efficient, organized, and welcoming workplace. This role serves as a central operational resource, coordinating office administration, facilities management, vendor relationships, workplace resources, and employee support while partnering closely with leadership and cross-functional teams. The Office Manager serves as the primary point of contact for employees, visitors, vendors, board members, and community partners and helps create a positive first impression of the organization.

The Office Manager takes ownership of office operations and continuously evaluates systems, processes, and workplace practices to improve efficiency and effectiveness. This role exercises sound judgment, proactively identifies solutions, removes operational barriers, and ensures employees have the resources and support needed to focus on mission-driven work

Key Responsibilities

- **Office operations & employee support:** oversee daily office operations, maintain administrative systems and resources, and provide responsive support that enables employees to work effectively. Identify opportunities to improve processes, systems, and operational efficiency while enhancing employee support and organizational effectiveness
- **Facilities, vendor & workplace management:** manage facility operations, workplace resources, vendor relationships, storage systems, and office functionality; coordinate maintenance, repairs, and workplace improvement projects; and maintain a safe, organized, and efficient work environment.
- **Workplace safety & risk management:** maintain a safe and workplace-ready environment through proactive risk identification, safety practices, emergency preparedness, and compliance with applicable workplace safety requirements
- **Reception & visitor support:** Serve as the primary point of contact for employees, visitors, vendors, board members, and community partners; manage visitor access, reception services, and workplace logistics; foster a welcoming and inclusive environment; and support the day-to-day coordination of office operations.

- **Meeting & event support:** partner with department leaders, program assistants, and event coordinators to provide logistical, space, and operational support for meetings, trainings, convenings, and community events.

Required Qualifications & Professional Experience

- **Education:** associate's degree and/or equivalent combination of education and experience required
- **Experience:** minimum of five years of progressively responsible experience in office administration, office management, operations, facilities coordination, hospitality, reception services, or a related field required. Experience in nonprofit, healthcare, community-based, government, or mission-driven organizations preferred
- **Technical skills:** proficiency with Microsoft office 365, including Outlook, Word, Excel, PowerPoint, Teams, and SharePoint; experience utilizing office systems, calendars, scheduling tools, vendor management processes, and facility-related systems.
- **Customer service & relationship management:** demonstrated ability to build strong relationships, provide exceptional customer service and communicate effectively with individuals at all organizational levels and with external stakeholders.
- Must be able to work full-time, 5 days/week, in person.
- Reliable transportation required for local travel.

Essential Job Functions

Office Operations & Employee Support

- Oversee daily office operations and maintain efficient administrative systems, processes, supplies, equipment, and resources.
- Monitor office resource needs and coordinate procurement of supplies, equipment, and workplace resources to support business operations
- Manage incoming and outgoing mail, deliveries, shipping, and related administrative services.
- Develop, maintain, and improve operational procedures, office workflows, and standard operating practices to support organizational effectiveness.
- Independently assess operational needs, establish priorities, and make decisions regarding office operations, workplace resources, and administrative processes.
- Partner with employees and department leaders to identify solutions and resolve operational challenges.
- Identify and implement improvements that enhance efficiency, employee experience, visitor satisfaction, and operational effectiveness.

Facilities, Vendor & Workplace Management

- Coordinate facility maintenance, repairs, vendor services, storage management, workplace improvements, and operational projects.
- Manage relationships with facility-related vendors and service providers to ensure quality, responsiveness, and cost-effective service delivery.
- Maintain a safe, organized, and professional work environment through ongoing monitoring of office, storage, reception, and common areas.

Workplace Safety & Risk Management

- Conduct routine inspections of office, storage, and common areas to ensure walkways, exits, workspaces, and storage locations remain safe, accessible, and compliant.
- Lead workplace safety initiatives, including emergency preparedness activities, fire drills, incident reporting, and compliance with applicable building, OSHA, and safety requirements.
- Promote safety awareness by communicating workplace safety procedures and supporting employees in maintaining safe and compliant workspaces.
- Exercise sound judgment to balance operational needs and safety requirements while helping employees identify practical solutions to workplace challenges.

Reception & Visitor Support

- Serve as the primary receptionist and first point of contact for employees, visitors, vendors, board members, and community partners.
- Create a welcoming, inclusive, and professional environment by supporting visitor check-in processes, managing building access, issuing visitor badges, and connecting visitors with appropriate employees.

Meeting & Event Support

- Proactively monitor organizational calendars and upcoming meetings and events, anticipate operational needs, and offer support to meeting hosts and event coordinators.
- Coordinate room setup, visitor accommodations, catering, hospitality services, signage, and logistical support for meetings and events as appropriate.
- Serve as an operational resource before, during, and after meetings, trainings, convenings, board meetings, staff gatherings, and community events.

Core Competencies

- **Organization, planning & execution:** highly organized and detail-oriented, with the ability to effectively manage multiple priorities, deadlines, and competing demands.
- **Problem solving & decision making:** proactive, resourceful, and solution-oriented, with strong judgment, initiative, and the ability to anticipate needs and implement practical solutions.
- **Technology proficiency:** comfortable learning and utilizing technology, systems, and tools to improve efficiency and support organizational operations.
- **Service-oriented employee support:** committed to providing responsive, customer-focused support that helps employees access resources, overcome operational barriers, and remain focused on mission-driven work.
- **Relationship management & collaboration:** builds positive, collaborative relationships across departments and with external stakeholders through professionalism, responsiveness, and follow-through.
- **Communication:** communicates effectively and professionally with employees, leadership, vendors, visitors, and community partners.
- **Adaptability & initiative:** demonstrates flexibility, resilience, and initiative in a dynamic environment with changing priorities and competing demands.
- **Confidentiality & integrity:** exercises sound judgment, maintains confidentiality, and demonstrates the highest standards of professionalism and ethics.

- **Equity, inclusion & belonging:** fosters a welcoming, inclusive environment where employees, visitors, and community partners feel respected and valued.
- **Emotional intelligence & professionalism:** demonstrates self-awareness, professionalism, and a positive, approachable presence in all interactions.
- **Contribute to a mission-driven culture:** supports organizational values and contributes to a collaborative workplace culture focused on advancing the combined entity's mission.

Physical Requirements

- Ability to sit, stand, walk, and move throughout an office environment for extended periods.
- Ability to operate a computer, telephone, copier, and other office equipment.
- Sufficient visual acuity to review documents, spreadsheets, and computer screens.
- Ability to communicate effectively in person, virtually, and by telephone.
- Ability to occasionally lift and move office supplies, files, or equipment weighing up to 25 pounds.
- Ability to work in a fast-paced environment with interruptions and changing priorities.

How to apply:

Submit your resume to Krista Berry, Director of Human Resources, at:
employment@commongroundhealth.org

Equal Employment Opportunity

In support of the Americans with Disabilities Act (ADA), this job description lists those responsibilities and qualifications deemed essential to the position. This job description is a summary of the typical functions of the job, and additional responsibilities may be assigned as necessary.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, gender identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status, or any other legally protected status.

The Combined Entity is committed to providing service that is culturally and linguistically appropriate for our diverse partnerships. We work to ensure that our philosophy of cultural and linguistic diversity is embraced in all levels of our organization. Culturally competent services are required from both our employees and our partners.