



**Position:** Office Manager, Admin  
**Reports to:** Director, Human Resources  
**Hours:** Full Time; 40 hours a week  
**Location:** New York, NY

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## About Jericho Project

Jericho Project is a nationally-acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment and mental and physical health services. The 40-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 400 units of supportive housing including 9 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

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## About the Position

Jericho Project is seeking a full time Office Manager to supervise and coordinate overall administrative activities for Jericho Project's Administrative Office and throughout the agency. This role is responsible for day-to-day operations of the office, including reception area, mail, couriers and deliveries, catering orders, org-wide purchasing requests for staff and clients, assisting with administrative duties related to client leasing, storage, reconciling receipts and bills, creating staff IDs, booking hotels, conferences and travels, delivering and coordinating staff trainings, and facilities management. The person will also be responsible for providing arrangements for office meetings.

### **Responsibilities:**

- Manage reception to ensure effective telephone and mail communication both internally and externally to maintain professional image; including intake of client calls and grievances and directing them to the appropriate parties/managers.
- Assist walk-in clients and provide cursory information to direct them to the appropriate program.
- Manage office supplies for the organization including business cards, stationery, letterhead, etc.
- Provide support in coordinating agency-wide functions such as All-staff recognition events, All-Staff meetings, and staff trainings.
- Book hotels, conferences and make travel arrangements. Provide card authorization form directly to the hotels.
- Manage the maintenance and upkeep of the administrative office.
- Manage managers' internal email distribution list.
- Coordinate mailing activities including certified mail, regular mail, and overnight packages.
- Coordinate courier deliveries with staff and/or management.
- Coordinate purchase and delivery of flowers and gift baskets.
- Ensure that correct documentation is submitted for purchasing.
- Review monthly AMEX statements to identify bogus charges and ensure proper department charging. Supervision of AMEX privileges.
- Work with managers to arrange breakfast and lunch requests for trainings and/or events.
- Coordinate with case managers and program directors to fulfill emergency supply orders for clients.
- Coordinate with property managers to prepare leases for signatures, then mail them out.
- Coordinate with stakeholders to gather electronic signatures via Adobe Acrobat.
- Coordinate with management to arrange, organize and supervise periodic CPR training for staff with outside trainer.

- Work with Human Resources to create Jericho Project Staff IDs for new hires, and any other projects as requested.
- Manage Jericho's storage space including pickup, drop-off, and purging.
- Assist with related professional credentialing activities (CARF) for the agency.
- Other responsibilities as assigned and required by the emerging needs of the department and organization.

**Requirements:**

- Associates Degree required. Bachelor's degree a plus.
- At least two (2) years of previous experience in office management.
- Working knowledge of mail processes such as postage machines, Federal Express and UPS.
- Able to communicate effectively in English, both verbally and in writing.
- **Bilingual - Spanish a plus.**
- Excellent judgment and interpersonal skills.
- Strong organizational and analytical skills.
- Ability to work independently, under minimal supervision.
- A developed sense of urgency, the ability to multi task and complete tasks accurately.
- Demonstrate strong collaboration skills and comfortable working with diverse stakeholders across the organization and externally.
- Proficiency in Microsoft Suite i.e., Word, Outlook, Excel, PowerPoint, Teams, etc.
- Knowledge of Adobe Acrobat is a huge plus.
- **Must be technologically savvy.**
- Ability to lift approximately 15 -20lbs.
- A passion for Jericho's mission.
- **Active New York notary license a big plus.**

**Compensation:**

The salary range for this position is **\$47,500.00 to \$52,500.00 annualized**. Jericho Project offers a comprehensive benefits package.

**COVID Guidelines:**

The Jericho Project is committed to ensuring the safety of its staff, interns, vendors and clients. As per the CDC guidelines' full compliance, all new/incoming staff are required to be fully vaccinated and possess the ability to provide documentation upon their 1st day of hire.

**To be fully vaccinated means:**

1. 2 weeks after their second dose in a 2-dose series such as: Pfizer or Moderna.
2. 2 weeks after a single-dose vaccine, such as: Johnson & Johnson's

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

We grant accommodations according to the law.

**How to Apply:**

Interested applicants must submit a cover letter with salary requirements and resume to: Human Resources Department  
 Jericho Project  
 Job Code: **Office Manager, Admin**  
 245 W. 29<sup>th</sup> Street, Suite 902  
 New York, NY 10001  
 careers@jerichoproject.org  
**No telephone calls please.**