



Position: Office Manager – Admin
Location: New York, NY
Reports to: Director, Human Resources
Hours: Full-time, 40 hours per week, some evenings /weekends

About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

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.

The FLSA status of this position is **Non-Exempt**.

Responsibilities:

Office Management:

- 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.
- Coordinate mailing activities including certified mail, regular mail, and overnight packages, as well as courier deliveries with staff and/or management.
- Manage the maintenance and upkeep of the administrative office.
- Manage managers' internal email distribution list.
- Manage Jericho's storage space including pickup, drop-off, and purging.
- Assist with related professional credentialing activities (CARF) for the agency.
- 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.

Operations Support:

- Support Operations team by reviewing tenant rent arrears on a monthly basis. Prepare and send documentation to law firm to initiate legal proceedings as appropriate. Provide ongoing documentation to law firm as requested.
- Coordinate with property managers to prepare leases for signatures.

Purchasing:

- Manage and order office supplies for the organization including business cards, stationery, letterhead, etc.
- Coordinate purchase and delivery of flowers and gift baskets.
- Ensure that correct documentation is submitted for purchasing.
- Review and audit monthly AMEX statements to ensure proper charges and allocation. Supervision of AMEX privileges.
- Coordinate with case managers and program directors to fulfill emergency supply orders for clients.

Meeting and Travel Arrangements:

- Provide support in coordinating agency-wide functions such as All-staff recognition events, All-Staff meetings, and staff trainings.
- Work with managers to arrange catering requests for trainings and/or events.
- Book hotels, conferences and make travel arrangements. Provide card authorization form directly to the hotels.

Human Resources Support:

- Work with Human Resources to create Jericho Project Staff IDs for new hires, and any other projects as requested.
- Other responsibilities as assigned and required by the emerging needs of the department and organization.

Requirements:

- Bachelor's degree at least two (2) years of previous experience in office management, including meeting and travel planning, and/or Associates Degree, with at least four (4) years' experience.
- 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.
- Demonstrated strong collaboration skills and comfort 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 Technically Savvy.
- Ability to lift approximately 15 -20lbs.
- A passion for Jericho's mission.
- Active New York notary license a big plus.
- In Office 4 days per week.

Compensation:

The salary range for this position is **\$47,500.00 to \$52,500.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **Office Manager – Admin**
245 W. 29th Street, Suite 902
New York NY, 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. www.jerichoproject.org