



Manager of Office Systems

Salary: \$55,000+

Status: Full-time, exempt

AFSSA is seeking a Manager of Office Systems. Reporting to the Director of Operations, the Manager of Office systems will lead the agency's office operations and communications to support daily compliance and support needs.

ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are All Heart, All Ways in breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and empowerment, we create a world without violence, centering on Asian and immigrant survivors of sexual violence, domestic violence, human trafficking, and stalking. We offer prevention education and direct services to educate communities as well as help survivors stay safe and empowered to create the lives they dream.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to employees. Paired with a generous annual time-off policy, AFSSA demonstrates our values through a high level of care for our employees. Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA offers a 401k retirement program with an employer match.

Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strengths-based survivor and community services in Central Texas.

ESSENTIAL JOB FUNCTIONS

- Ensure compliance with and oversee the implementation of administrative policies and procedures, provide training on policies and procedures for new hires
- Update and ensure compliance with health and safety policies, including distribution of policies to staff as required and posting of current OSHA signage
- Maintain inventory and restocking of office amenities including but not limited to water cooler, snacks, and soft drinks
- Maintain office system operations and safety measures (e.g., security door codes, building access keys, security cameras, panic buttons, etc.); liaise with landlord to ensure compliance with building closures, security function, custodial services
- Maintain physical equipment such as printers, desktop computers, laptops, cell phones, and agency server
- Manage and oversee building access for vendors, volunteers, and part-time staff
- Maintain inventory and oversee purchases of office equipment, supplies, and furniture; manage supply requests and negotiate purchase orders in accordance with agency budget and purchasing policies
- Update office schedules and agency contact lists, ensure timely distribution to staff
- Oversee office organization and operations including the scheduling of offices for hybrid staff and organization of supplies
- Coordinate staff IT requests with Director of Operations and IT contractor
- Handle phone & email inquiries coming into the agency, liaison with community partners and management, directing inquiries to appropriate programs

Executive, Operations, and Programs Support

- Create and distribute agency-wide meeting and retreat reminders, pre-reads and minutes; manage calendar invitations in accordance with office closure schedule
- Support Community Education and Outreach team with external database updates (211, FindHelp, etc.) and other communications as requested
- Assist Human Resources with new staff onboarding as requested
- Assist Director of Advocacy with distribution of gift cards and client mail
- Make logistical arrangements for stakeholder site visits and agency-wide meetings
- Pick up and sort mail from our PO Box across various teams
- Assist with coordination of volunteers for fundraising events and clerical projects
- Assist the Director of Operations with vendor management, schedule coordination, correspondence, and other duties as requested

Skills and Attributes:

- High level project management and problem-solving skills
- Ability to handle competing priorities and work in a fast-paced environment
- Calm under pressure
- Effective time management skills and quick turnaround on projects
- Ability to adeptly multi-task
- Friendly and outgoing with well-developed interpersonal skills
- High level knowledge of computer and office software, including MS365, Outlook, SharePoint, Excel, Asana is a plus
- Detail oriented with excellent planning and organizational skills
- Working knowledge of postal processes
- Ability to work weekends as needed, reliable means of transportation
- Ability to lift approximately 15-20 pounds

Other Requirements:

- At least three years' experience in an administrative or office management position
- Valid U.S. work permit
- Preference for fluency in Asian languages