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| Job Title | Office Services Manager |
| Position Reports to: |  Chief Financial Officer |
| Department | Finance | Position No. | $49,645.70 |
| Division | Executive | FLSA Status | Exempt |
| Section | Administration | Pay Grade | 06 |
| Work Location | 200 W Lombard St. Ste B | Employment Type | Full Time  |

**General Position Information**

**Job Summary**

The Office Services Manager is responsible for the administration of all office activities, mail, office purchasing, personnel purchase requests, and internal facilities services. Also responsible for managing and maintaining office support services and ancillary activities while ensuring maximum utilization of services and equipment. This position is responsible for centralized support services and includes contract management for office services.

**Essential Duties and Responsibilities**

* Overall functions of Supply, Storage, and Distribution involved in inventory control, materials handling, and distribution of materials, equipment, supplies, and other articles. Inventory control involves counting, recording, maintaining, managing, coordinating, tracking, determining disposition, and the acquisition of inventory;
* Distribution involves transporting, transferring, and issuing inventory;
* Materials handling involves physically cleaning, inspecting, preparing, unloading, storing, disposing, and displaying inventory;
* Develops, maintains and implements overall administrative activities for effective office functionality;
* Coordinates and administers the PABC Document Retention policy and procedures;
* Coordinates the maintenance and alteration of office areas and equipment, as well as layout, arrangement, and housekeeping of office facilities (interior and exterior);
* Coordinates the purchase and distribution of equipment, furniture, supplies, uniforms, etc., for staff in accordance with purchasing policies and budgetary restrictions;
* Maintains, oversees, and tracks all office supplies;
* Coordinates the ordering , installation, and maintenance of copiers, fax machines, and mailing machines.
* Works with PABC technology team to order and coordinate installation of printers and scanning equipment;
* Responsible for obtaining and reviewing proper coverages for office building liability insurance;
* Responsible for distributing building access via keys or codes, security and alarm functions;
* Coordinates trash removal, recycling and general repairs such as lighting, heating, cooling, water, work area problems, etc.;
* Effectively maintains and manages relationships with office landlord, vendors, and City agencies responsible for but not limited to, office lease, pest control, HVAC, fire extinguishers, lighting, electricity, plumbing etc.;
* Completes and files appropriate paperwork related to office functions to ensure maintenance, construction, repairs, etc. are appropriately tracked pursuant to departmental procedures;
* Delivers documents to and from City of Baltimore offices;
* Sorts and distributes incoming mail;
* Assists with copying, scanning, faxing, and mailing documents;
* Provides departmental operation support such as ordering supplies, processing forms, maintaining files;
* Responds to office supply requests;
* Coordinates and responds to repair issues or requests;
* Participate as needed in other department or committee special projects;
* Perform other duties as assigned.

**Supervision Received and Exercised**

Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations may be referred to a supervisor when a change to policy or procedure is involved. Some guidance from others may be warranted to ensure completion of job duties and tasks.

**Qualifications**

* Associates degree (A.A.) from an accredited college or university, and three years’ experience in coordinating administrative support operations;
* One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
* Equivalent combination of education and experience will be considered.

**Knowledge, Skills, and Abilities Requirements**

* Proven office management, administrative or assistant experience;
* Knowledge of office management responsibilities, systems and procedures;
* Highly effective in time management skills;
* Strong organizational and planning skills;
* Attention to detail, problem solving, and relationship building required;
* Strong and effective written and verbal communication skills;
* Proven clerical practices and procedures;
* Knowledge of and/or experience in budget planning;
* Proficiency in Microsoft Office Suite to include: Excel, Outlook, PowerPoint, Word;
* Working knowledge of process improvement, inventory control and supply management;
* Ability and willingness to adapt according to projects and goals of the organization;
* Ability to remain flexible to ensure desired outcomes;
* Required to remain updated on technical and professional knowledge within the industry;
* Knowledge of division/unit operation and goals.
* Knowledge of policies/procedures regarding records management, contracting and purchasing, equipment maintenance and repair, facilities management, etc.
* Knowledge of legal requirements regarding records management, building codes, etc.
* Skilled in managing work through others to achieve unit goals;
* Skilled in handling complaints tactfully and thoroughly;
* Skilled in the compilation, research, analysis and delivery of information.

**Physical Requirements**

The position is primarily indoors, in an office environment conducive with regulated office temperatures and lighting. The noise level can occasionally be moderate. The position frequently requires the employee to sit, stand, walk, stoop, bend, use hands and reach with hands and arms. Occasional light lifting of office products and supplies up to 20 pounds and pushing/pulling a cart of supplies or equipment may be required.

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|  | **Additional Requirements**  |
| ☐  | Computer Skills Assessment (may be required) |
| ☐  | PABC Job Application |
| ☐ | Criminal Background Check |
| ☐  | Proof of Education, Training Qualifications, and Certifications |

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This is an at-will position; the position may be eliminated at any time, and your employment within the position may be terminated at any time. This and all organization positions are subject to transfer, based on company need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Parking Authority of Baltimore City is also an Equal Opportunity Employer and does not discriminate based upon sex, race, creed, color, national origin, or any other legally protected status.

# Submit Résumé and Cover Letter by Closing Date to

# PABC c/o Employment Opportunities, 200 W. Lombard Street, Suite B,

# Baltimore, MD 21201 or via email to EmploymentOpportunities@bcparking.com

The Parking Authority, a quasi-city agency of the City of Baltimore, is an equal employment opportunity employer and strictly prohibits discrimination and unfair employment recruitment, hiring, selection, transfers and promotion. The Parking Authority is a smoke-free and drug-free workplace. We encourage a diverse work environment.