

SEIU Local 500 Office Manager and Confidential Administrative Assistant

SEIU Local 500 is a progressive labor union, organizing and representing over 20,000 workers in the public service in Maryland and Washington, DC. We are a proud affiliate of Service Employees International Union (SEIU), the fastest-growing union in North America.

Purpose of Position:

The Office Manager is an **exempt**, full-time position, reporting directly to the Director of Member Services and Operations and/or Executive Director. The function of the position is to ensure and assist in the smooth running of the office in all aspects: the facilities, administrative support, and personnel. This position will also handle confidential administrative support for the SEIU Local 500 President, Executive Director, and Member Services and Operations Director.

This position is exempt and **not** included in the staff bargaining unit.

Duties and Responsibilities:

Performs a wide range of duties as assigned by the Director of Member Services and Operations and/or the SEIU Local 500 Executive Director. Examples below are a general summary of the work required and should not be treated as a total and complete list of expected duties to be performed by employees in the classification.

Administrative Duties

1. Confidential administrative support to the Director of Member Services and Operations, the Executive Director, and the President of SEIU Local 500.
2. Schedule meetings, coordinate support, and make travel arrangements as directed.
3. Work with all departments and employers to confirm the availability of the President and the Executive Director for necessary meetings.
4. Foster and manage relationships with vendors and employers in collaboration with the Director of Member Services and Operations.
5. Support Executive Leadership with preparing, copying, and distributing materials for events and special meetings as directed.
6. Maintain Executive Leadership files and documents as directed.
7. Serve as a liaison for Executive Leadership for phone calls and messages in their absence.
8. Performs other duties as assigned to assist the Member Services Team, Executive Management, and the members of SEIU Local 500.

Facility Management and Fiscal Responsibilities

1. Serve as the point of contact with vendors for routine maintenance of office equipment, HVAC, and other office machinery.

2. Coordinate service and repairs for the facility.
3. Address common area issues with building management services.
4. Arrange for bids, quotes, and repairs for the facility.
5. Ordering of office supplies, materials, and other member giveaways as directed.

Network and Technology Support

1. Basic troubleshooting of end-user technology.
2. As directed, place service calls to an Information Technology vendor or Internet Service Provider.
3. Set up new user technology devices as directed.
4. Maintain and log all equipment issued to staff and directors.
5. Coordinate repair or replacement of equipment.
6. Arrange for bids, quotes, and repairs for technology equipment.
7. Introduces new staff to the network, email systems, and other software programs for completing their work.

Scope and Nature of Supervision

- Must be able to act and organize time with extreme independence.
- Ability to take the initiative in communicating and problem-solving with bargaining unit employers, members, and staff.
- Must be able to demonstrate and maintain effective interpersonal working relationships with members, employers, staff, management, community partners and/or consultants.
- Must be able to take direction on projects as assigned and meet established deadlines.
- Ability to mentor other employees.
- The ability to work with people from diverse backgrounds.
- Reports to the Director of Member Services and Operations.

Education and Background

- Minimum - High School Diploma or GED required.
- Commerce or vocational post high school education preferred.

Previous Work Experience

- Three to five years of office experience with a background in public or customer service.
- Preferred familiarity with the functions of unions and commitment to the goals and ideals of the labor movement.

Specialized Knowledge and Training

- Requires strong communication skills (both written and verbal) and organizational and consultation skills necessary to work effectively with others.

- Excellent telephone skills.
- Relevant experience in administrative support, including meeting support, clerical support, and member benefits processing.
- Ability to complete multiple projects with shifting priorities and to meet deadlines under pressure.
- Skill in the use of Microsoft Office programs, including Microsoft Outlook, Access, Word, and Excel.
- Must be willing to expand technology skills and quickly adapt to changing systems.

This is an exempt position.

Probationary Period: Six (6) Months

SEIU Local 500 offers a competitive salary, excellent benefits, including 100% employer-paid health benefits (95% of the cost difference for dependents), 100% employer-paid pension, and a generous paid leave policy.

Apply:

Please email your resume and cover letter to: HumanResources@seiu500.org. Please, no calls.

SEIU Local 500 encourages applications from all qualified candidates regardless of race, ethnicity, age, sex, sexual orientation, marital status, religion, or disability. SEIU Local 500 works to ensure fair treatment of applicants and employees and actively enforces policies against discrimination and sexual harassment.