If you have a social justice heart, if you would enjoy working for a non-profit that makes the world a better place, and if you have ever had a great mentor, we want to talk with you.

Our purpose is to match caring adult volunteer mentors (Bigs) with children who need an extra positive role model in their lives (Littles). As a team, we are dedicated to building a diverse community, one where employees feel their contributions matter, and are valued for their perspectives.

**Responsibilities:**

The Office Manager is responsible for assisting with the day-to-day operations of Big Brothers Big Sisters of Central Mass & MetroWest, whose service area covers over 80 towns and cities. The organization’s annual budget is approximately $1,300,000 a year, and serves approximately 750 matches. This position reports to the CEO and will be seated in either the Framingham or Worcester office. As the organization grows, so will you!

**Essential Duties:**

**Human Resources (50%)**

- Efficiently and effectively assist in filling open positions: assure new-employee recruitment and hiring processes are followed, post job announcements, collect and screen resumes as requested, maintain resume database, initiate background checks, and prepare offer letters.
- Conduct new employee onboarding including orientation and new-hire document management, and password/technology set up. Ensure employees gain an understanding of agency-provided benefits.
- Manage employee exit process including exit interview, final paperwork, collection of agency property, deactivation of passwords, de-enrollment of benefits, and COBRA enrollment process.
- Administer all employee benefits, including processing required documentation and working with finance/bookkeeper to ensure accurate record keeping and proper deductions; coordinate annual open enrollment process for employees.
- Establish and maintain confidential and accurate employment records.
- Monitor and support the performance management process.
- Manage the agency’s liability insurance, risk management policy updates, and records retention.
- Assist in ensuring compliance with federal, state and local employment laws and regulations.
- Maintain administrative HR functions such as updating phone & other staff lists, organizational chart, and employee status change paperwork.

**Office Management (20%)**
- Assist and plan for the moving process for 2022 Worcester office move
- Examine, sort, and route mail
- Scan checks and work with finance and development for gift processing
- Maintain all office files (financial and program)
- First point-of-contact for incoming callers and visitors, directs callers to the appropriate staff member
- Orders office supplies and ensures offices spaces are well-kept in Worcester and Framingham

**Executive Support (15%)**:
- Provide administrative support to CEO.
- Staff Board Meetings, Executive Committee meetings and IT Committee meetings, by coordinating calendar invitations, agenda and minutes, as directed.
- Act as sounding board for CEO.
- Manage correspondence, draft and edit written communication and documents, and communicate on behalf of the CEO as requested.
- Coordinate, prepare for, and manage documentation and follow-up for meetings of the CEO.
- Compile reports and other information requested by CEO.
- Maintain accurate records for contacts.
- Maintain a paper and electronic filing system.
- Provide support to donor/partner relations.
- Maintain constituent and staff confidence by protecting confidentiality.
IT (15%)
• Act as a liaison between our technology company and staff
• Assist and facilitate training of new technology for current staff
• Ensure all technologies are running smoothly for staff

Minimum Qualifications:
• Passion for the mission of BBBSCM
• At least 2 years of experience with Human Resources
• High School Diploma or equivalent, Bachelor’s degree a plus, a second language is also a plus
• Proficiency in Microsoft Office, with an emphasis on Excel and Word
• Extensive experience with data entry and record keeping, Quickbooks is a plus
• Ability to maintain highly confidential information
• Excellent organizational skills with attention to detail

COVID-19 Vaccine

This position in an in-person position that will require the COVID 19 vaccine and proof of vaccination upon hiring.

We respect, appreciate, and support diversity, equity and inclusion in all aspects of our organization and believe that our organization is greatly enhanced when we unite people of diverse backgrounds, experiences, and perspectives. We are committed to a diverse workforce and we are an equal opportunity employer. BBBS does not discriminate against employees or job applicants on the basis of race, religion, creed, color, citizenship, national origin, age, sex, gender, gender identity/expression, sexual orientation, marital status, disability, genetic information, veteran status or any other legally protected basis, in accordance with applicable federal, state, or local law.