

DEPARTMENT: Administration
STATUS: Exempt/Salaried
EXPOSURE RISK: Category III
SALARY GRADE:
REPORTS TO: Director of Human Resources
SUPERVISES: Front Desk Administrator

GENERAL JOB FUNCTION

The Workplace Services Manager is responsible for planning and coordinating office-related services to ensure organizational effectiveness and efficiency. Manage, coordinate, or execute the office services functions, including but not limited to office safety, emergency action plans, ergonomics, breakroom supplies and appliances, office supplies, furnishing and aesthetics, and non-computer office equipment. Engage in effective vendor relationship management working in conjunction with contractors and third parties. Participate in understanding and adhering to OSHA and other regulations and standards. Execute professional primary relationship and expertise with tenants. Plan, engage and coordinate efforts for effective archiving and office supply purchasing programs. Coordinate with Facilities, Events and Finance team members across all work efforts, supporting comprehensive processes and procedures. Lead and execute the representation of the organization by ensuring organizational values embodied in front office relations, communication and expectations with visitors, vendors, and guests. Work closely with the Director of Human Resources to maintain cost effective services and support for 24/7 workforce. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Ensure the day-to-day accountability of office functionality, including front office reception, safety, ergonomics, office and breakroom supplies, furnishings, vending, and all non-computer office equipment are implemented and carried out in a manner consistent with policies and procedures and in alignment with our mission.

1. Maintain working knowledge of office functionality including executing general maintenance and repair, problem-solving, and training.
2. Ensure compliance with regulatory, government, and code health and safety requirements, maintaining proper facility-related recordkeeping of all permits, licenses, and citations.
3. Oversee office-related vendor relationships and services agreement, including by not limited to shipping, aesthetics, furnishings, office and breakroom supply vendors and custodial needs, as appropriate. Collaborates on selection of contracted services and vendor negotiation of service agreements.
4. Review, manage, and approve office projects, cleaning services, office equipment, daily maintenance, and supplies for the purpose of ensuring that jobs are completed efficiently and that specifications for improvements are within local/state/federal regulations.
5. Oversee building security access schedules, create security access cards as appropriate, edit schedules for events, create access as appropriate for vendors and monitor security cameras.
6. Execute appropriate solutions to light maintenance and general office needs related to malfunctioning equipment, furniture, and systems while ensuring professional interactions with external vendors.
7. Maintain day-to-day accountability for upkeep of office breakroom and kitchen areas including regular cleaning of refrigerators and dishwashers.

8. Ensure new hire onboarding to office services, facility, and equipment, including executing set up of badges, name plates, business cards, cubicle or office space and facilitating orientation to services appropriate for the role including general audio / video technical training when using facility meeting rooms.
9. Manage, stock, order and ensure an adequate, but cost-efficient supply for all general office products and break room supplies including but not limited to stationery, business cards, paper for copiers, colored paper, and labels.
10. Develop, deploy, and manage Office Supply Purchasing Program, defining process, setting expectations, ensuring financial stewardship, and effective use of supplies across the organization.
11. Ensure financial collaboration and partnership for attentiveness to stewardship of organizational resources and services.
 - a. Develop financial stewardship and partner with finance for purchasing, including but not limited to furniture, services, appliances, and office equipment for office services.
 - b. Develop and monitor the annual budget and strategic plan for the purpose of ensuring that modifications necessary, cost estimates and planned expenditures are within budgetary limitations.
 - c. Research new products, materials, equipment, supplies, regulations, etc. for the purpose of recommending purchases, contracts and maintaining efficient services.
12. Collaborate and back-up Facilities Maintenance Manager, ensuring office and facility efficiency for 24/7 operations.
 - a. Establish and maintain a systematic process for evaluation, procurement, maintenance and replacement of furniture, appliances, office equipment for the facility and building space allocation ensuring cost effective, organization wide efforts as appropriate.
 - b. Maintain accurate site-specific documentation and reports, including environmental stewardship tracking and floor plan documentation per CMS requirements.
 - c. Manage day-to-day vendor performance to assure full compliance with standards established within the service agreement, ensuring timely completion of task order and work order requests. Provides prompt and timely communication and follow up both to team members and property management company.
13. Develop, manage, coordinate, and ensure accuracy and security of off-site archiving of organizational documents, including medical, financial, team member and recruitment records.
14. Work closely with Operations, IS, and HR relating to the office environment, programs, goals, policies, and procedures in accordance with organizational objectives and regulatory requirements.
15. Ensure thorough and timely communication to team members and respective service vendors, when office-related activities may impact operations, both clinical and non-clinical.
16. Serve as the liaison to tenants, coordinating services and requests in accordance with tenant agreement. Respond positively and promptly to requests from building tenants and occupants.
17. Special projects and responsibilities including support for event and meeting planning, as needed.
18. Develop long and short-range plans for the purpose of ensuring that resources are effectively utilized.

Serve as the workplace manager for office services across all locations including at home and regional offices, specifically for safety, emergency actions per space, ergonomics, equipment, supplies and required labor law and safety posters.

1. Ensure compliance with government health and safety standards; keep records of all permits, licenses, and citations

2. Manage office safety and services related requests for Regional Office(s), Home Offices and leased spaces, as needed. Elevate space lease or contractual concerns to Chief Administrative Officer.
3. Develop and manage office safety (OSHA documentation), equipment, supply, and ergonomic processes (ADA documentation), ensuring a thorough understanding of office stipends.
4. Coordinate with Quality and Regulatory Affairs to ensure completion of annual safety audits, per regulatory requirements, for all defined sites.
5. Active engagement with HR and Quality and Regulatory team ensuring appropriate safety expectations, audits, ergonomics, equipment, and supplies are managed and documented.
6. Participate in LifeSource Safety Committee to collaborate with other members to recommend and implement facility-related safety and security changes.
7. Formulate procedures for use in event of accidents, fires, and other emergencies, collaborating with Facilities Maintenance Manager on Emergency Preparedness documentation.
8. Lead annual program training of equipment and emergency evacuation training, fire drills, and readiness drills related to emergency response and safety/ occupational health subjects.

Lead, guide and manage team members toward successful work process implementation for reception and front office service to visitors, vendors, and guests during established hours to achieve LifeSource's mission and goals.

1. Define and ensure documentation of front desk work processes, procedures, and information, providing training to relevant positions, ensuring established security and customer service expectations are met.
 - a. Guide communication expectations for responding to guests, visitors, vendors, and team members in a timely, courteous, and professional manner, via phone, in-person, or other correspondence.
 - b. Ensure processes for postal mail, shipping and receiving services are cost effective, timely and efficient, including proper maintenance of equipment.
 - c. Oversee daily meeting room usage, requests, and marquee of schedule.
2. Lead and engage in regular individual and team meetings to review programs, activities, and accomplishments and provide timely and critical information needed for the team's success.
3. Direct work planning, scheduling, managing time sheets, time off requests, expense reports, etc., to ensure adequate capacity and adherence to policies.
4. Guide and mentor team members to encourage professional development and goal achievement.
5. Effectively manage team member performance through documented coaching, identifying areas of opportunity, recognition, job change, salary administration, and performance appraisal process.
6. Oversee execution of relevant competency training and development.
7. Support effective team member training and competency measurement for their position and required work processes.
8. Engage in recruitment and selection of highly skilled team members.
9. Collaborate with other leaders on guiding team members and key work processes.
10. Manage team members by modeling and promoting a culture of accountability and integrity in service to internal and external customers.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.

2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.
3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions, and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

QUALIFICATIONS

1. Requires a combination of education and experience equivalent to 7yrs office services, administrative, reception responsibilities.
2. Requires a minimum of three years of proven leadership, mentoring and coaching experience.
3. Knowledge or competency in OSHA office safety practices and generally accepted maintenance practices.
4. Self-directed, motivated contributor with ability to function autonomously, manage multiple projects simultaneously, set priorities, execute timely follow through and meet deadlines.
5. Strong communication and interpersonal skills, effective at establishing rapport and working relationships with leaders, peers, and vendors.
6. Detail oriented and highly organized with a desire to improve processes, take initiative and solve problems.
7. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
8. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
9. Strong working knowledge of Microsoft Office applications.
10. Proven skilled and competent in using technology-based tools such as personal computers and related software, mobile devices, and electronic medical record systems as appropriate for position.

WORKING CONDITIONS

1. Able to work a minimum of 40 hours per week with schedule adjusted to accommodate organizational needs.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines.
3. Affected team member in Category III never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or handle materials that could spread infection (less than one opportunity per month). Additionally, they rarely interact with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Frequently lift objects up to 50 pounds and carry short distances.

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5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.