

## **Office Manager | Indiana Crop Improvement Association | Lafayette, IN**

Indiana Crop Improvement Association (ICIA) has been an industry leader in seed certification, seed quality testing, genetic testing, and research for more than 120 years. We are thought leaders in agriculture with exciting opportunities for growth! ICIA is a non-profit, self-supporting organization that exists to provide services to member customers in the seed, grain, food, and related industries. At ICIA, uncompromised quality and customer service are our top priorities. We offer our employees premium health, life and long-term disability insurances, generous retirement matching contribution, paid vacation, and sick leave allowances.

### **JOB SUMMARY**

**The Office Manager** is a highly skilled professional who will maximize the proficiency and effectiveness of the front office operations. The ideal candidate manages all daily aspects of the front office including guest relations, routine phone and mail processes, staffing requirements, and front of house atmosphere. Reporting to the CEO, the Office Manager is involved with event planning, recruiting and onboarding of new employees, employee engagement activities, as well as process improvement projects. The ideal candidate delivers concierge level customer service and sets the tone for exceptional customer experience. This is a full-time, twelve-month, exempt position.

### **DUTIES AND RESPONSIBILITIES**

- Manages day-to-day front office operations, ensuring the quality and standards meet the expectations of internal and external customers
- Manages and adjusts front office assistant staffing requirements so that all the daily activities are executed in an appropriate manner.
- Maintains all common areas in safe and neat condition
- Coordinates site and staff readiness to host site tours, customer meetings, and board meetings
- Takes a leadership role in the recruiting process from sourcing candidates, screening resumes, arranging interviews, tracking applicants, to performing reference checks
- Assists in the onboarding process of new employees including new hire orientation and training
- Coordinates projects and workflow improvements independently and in collaboration with teams
- Keeps track of the household supplies inventory and make requisitions according to the requirements
- Coordinates employee recognition program, including special recognitions, service awards, birthdays, and employee engagement events
- Owns and manages the company calendar to ensure clear communication of scheduled meetings and events
- Handles the incoming phone calls and phone routing processes as well as the opening and distribution of mail
- Delivers concierge-level customer service to ICIA member and guests
- Handles complaints, settling disputes, and resolving conflicts, or otherwise negotiating with others
- Insures an atmosphere of good public relations
- Develops specific goals and plans to prioritize, organize, and accomplish work

- Ensures that regular on-going communication is happening with front office assistants to create awareness of business objectives and communicate expectations, recognizes performance, and produces desired results
- Utilizes interpersonal and communication skills to lead, influence, and encourage others
- Serves as a role model to demonstrate appropriate behaviors, honesty, integrity, and work ethic
- Supports Executives and Directors with tasks and projects as requested

#### QUALIFICATIONS AND REQUIREMENTS

- High school diploma required; Associate or Bachelor's degree preferred
- 5 years previous office administration management experience
- Knowledge in business applications and Microsoft Office
- Ability to plan and manage the utilization of resources
- Ability to apply the organization personnel policies and procedures
- Strong written and verbal communication skills and concierge-level customer service skills
- Ability to promote teamwork and build effective relationships with all levels of the organization
- Track record of leading and participating in multiple projects simultaneously while ensuring timely results
- Ability to work independently with effective time management skills
- Ability to take initiative, solve problems, and meet objectives
- Ability to dive into complex, ambiguous situations and bring them to resolution
- Ability to provide and receive feedback in a constructive, open manner
- High level of professionalism with attention to details
- Fluency and proficiency in written and oral English Language
- Must be a US citizen or permanent resident

Interested candidates should submit their resume to [icia@indianacrop.org](mailto:icia@indianacrop.org)