Office Manager

Location: Boston, MA
Reports To: Executive Director
FLSA Status: Exempt
Employment Status: Full-Time
Date Revised: July 2026

Position Summary:

The Office Manager is responsible for the day-to-day administrative operations of the organization, ensuring that office systems, communications, and administrative functions support staff, programs, and organizational leadership. This position serves as the primary administrative resource for the organization by managing office operations, providing financial and human resources support, coordinating office technology and facilities, and assisting with program logistics.

The Office Manager works closely with the Executive Director and staff to create an organized, welcoming, and efficient workplace that supports the mission of the organization and provides excellent service to participants, families, volunteers, community partners, and donors.

Front Office & Visitor Relations

- Oversee daily office operations, ensuring a safe, organized, and efficient work environment.
- Serve as the first point of contact for visitors, participants, volunteers, donors, and community partners.
- Answer and direct incoming calls, monitor the general email inbox, and respond to routine inquiries.
- Coordinate incoming/outgoing mail, deliveries, and office correspondence.
- Coordinate parish hall rentals.

Procurement & Facilities

- Order and maintain inventory for office supplies, program materials, and office technology/equipment (laptops, printers, copiers, etc.).
- Coordinate routine maintenance requests for office equipment and facilities.
- Serve as primary liaison with the IT service provider for routine technology requests, and coordinate employee technology onboarding/offboarding.

Meetings, Calendars & Events

- Maintain shared calendars and meeting schedules.
- Provide administrative support to the Executive Director, including scheduling, correspondence, and calendar coordination.
- Prepare meeting materials and supporting documents.
- Coordinate logistics for Board/committee meetings, trainings, workshops, and community events (space, materials, hospitality).

Financial Administration

- Process accounts payable, invoices, expense reimbursements, and vendor payments.
- Enter payroll information into the organization's payroll system (e.g., Paychex); maintain timekeeping and PTO records.
- Respond to routine employee payroll questions and coordinate with the payroll provider as needed.
- Maintain accurate financial records and documentation to support reporting and audit preparation.

Human Resources Support

- Coordinate onboarding/offboarding for employees and volunteers, including paperwork, orientation schedules, and onboarding materials.
- Maintain confidential personnel files and employee records.
- Assist with employee benefits administration and related paperwork.
- Track required employment documentation, certifications, and trainings.
- Support implementation of personnel policies and administrative procedures.

Program & Participant Support

- Provide bilingual administrative support to participants and families, including employment and program paperwork.
- Assist participants in completing required forms accurately and completely.

- Support website updates, to maintain up to date accurate information.
- Support program staff with purchasing, administrative requests, and coordination of materials and supplies.
- Prepare participant materials, packets, name badges, and other program/building materials as needed.

Records Management & Compliance

- Maintain organized, accurate, and secure electronic and paper filing systems for employee, participant, vendor, and organizational records.
- Prepare routine correspondence, reports, and administrative documents.
- Support document retention practices and maintain documentation to support compliance with organizational policies and reporting requirements.
- Assist with preparing documentation for audits, grants, insurance renewals, and Board reporting.
- Perform other administrative duties and special projects as assigned by the Executive Director.

Qualifications

Education and Experience

- High school diploma or equivalent required; Associate's or Bachelor's degree in Business Administration, Nonprofit Management, or a related field preferred.
- Minimum of three years of progressively responsible office management or administrative experience, preferably in a nonprofit organization.

Knowledge, Skills, and Abilities

- Strong organizational and time management skills with exceptional attention to detail.
- Bilingual (English/Spanish) required.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office 365 (Word, Excel, Outlook, PowerPoint).
- Experience with payroll, accounting, or database software (such as Paychex) preferred.
- Ability to manage multiple priorities in a fast-paced environment.
- Strong customer service and interpersonal skills.
- Ability to maintain confidentiality and exercise sound judgment.
- Ability to work independently while collaborating effectively with staff, volunteers, and community partners.

Core Competencies

- Organization and planning
- Customer service and hospitality
- Attention to detail and accuracy
- Initiative and problem-solving
- Collaboration and teamwork
- Adaptability and flexibility
- Professionalism and confidentiality
- Commitment to diversity, equity, inclusion, and the organization's mission

Physical Requirements

- Ability to sit, stand, and move throughout the office during the workday.
- Ability to lift and carry up to 25 pounds.
- Ability to operate standard office equipment.

Salary Range

- 60-65k
- Commensurate with experience

Disclaimer

This job description is intended to describe the general nature and level of work performed by the employee assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications. Responsibilities may change based on organizational needs.

SSYP is committed to a diverse, equitable, and inclusive workplace. We strongly encourage applications from Black, Indigenous, and other People of Color; bilingual and bicultural candidates; LGBTQ+ people; and people with disabilities. We are an equal opportunity employer and prohibit discrimination based on race, color, religion, sex, national origin, disability, veteran status, marital status, age, or sexual orientation.

Please send cover letter and resumes to ***leadership@ssypboston.org***