



Position Available: Office Manager
January 2025

About the Role:

Volunteers of Legal Service (VOLS) seeks a full-time Office Manager to support the daily operations of the organization. This is a full-time, exempt position that reports to the Operations Director. The candidate must be available Monday to Friday from 9:30 am to 5:30 pm. This position will be in-office five days a week, with occasional opportunities for remote work.

Organizational Mission:

For 40 years, VOLS has partnered with New York City's leading law firms and companies as well as community-based organizations to help close the access to justice gap for low-income New Yorkers. VOLS provides free, civil legal services to New Yorkers with limited resources, including seniors, veterans, individuals entitled to public benefits, immigrant youth, children and their families, mothers in prison or jail, and small business owners. Last year, VOLS assisted clients on more than 4,000 legal matters, and our services benefited over 6,200 individual New Yorkers. VOLS' staff of 22, including 15 attorneys and law graduates, works with volunteers from over 80 law firms/companies to exponentially increase our impact. We partner with 150 community groups to ensure that our services are accessible and address local needs.

VOLS strives to build and retain a diverse and inclusive team, and we actively seek a diverse candidate pool. We strongly encourage candidates who have had lived experience in the communities we serve.

Responsibilities include, but are not limited to:

- Coordinate front desk:
 - Answer main phone line, assist visitors, and monitor general voicemail and email accounts.
 - Process incoming and outgoing mail and packages.
- Manage operational activities, including:
 - Oversee daily facility requirements regarding maintenance, repairs, cleaning services, storage, supplies, purchasing, maintaining kitchen area, and similar tasks.
 - Maintain responsibility for facility cleanliness and security to ensure a healthy and safe working environment for all.
 - Maintain electronic and physical filing systems.
 - Provide minor technical support and triage with external IT vendor, as needed.

- Liaise with IT vendor to ensure all tech hardware, software, and platforms are functioning to the highest degree.
- Purchase, deploy, replace, and coordinate repairs of staff laptops in collaboration with IT vendor.
- Support administration of platforms used across the organization including management of our all-staff calendar.
- Evaluate, source, and recommend office services and facilities consultants and vendors.
- Manage a subset of vendor contracts.
- Liaise with vendors to troubleshoot routine issues and maintain office equipment and procedures.
- Coordinate bi-weekly staff meeting logistics, including scheduling and note taking.
- Provide administrative and logistical support for staff events and trainings such as placing supplies and food orders, coordinating conference rooms, set up and breakdown of events.
- Assist the Director of Operations with the Human Resources function, including:
 - Post employment opportunities to job boards.
 - Conduct and/or support on- and offboarding for staff, interns, and volunteers.
 - Serve as a point of contact for human resources policies, systems and processes and support their maintenance, build-out, and improvement.
 - Liaise with PEO to address staff questions, and ensure human resources law, compliance documents, and notices to employees are up-to-date and properly displayed, and staff are provided with required trainings.
 - Manage confidential personnel files, including maintaining the HR systems for employee records, feedback cycles, performance reviews, and leave requests.
- Support finance activities, including:
 - Liaise with external accounting team on bill payment, invoicing, check deposits, and financial documentation from vendors.
 - Support monthly credit card and translation and interpretation billing reconciliation.
 - Respond to employee and vendor inquiries and assist with researching discrepancies in billings and payments as needed.
 - Support accounting team with annual audit.
 - Identify opportunities for cost savings and work to keep expenses below budget.



- Provide administrative and logistical support for Board meetings, special events, and fundraising campaigns, including mailings, calendaring, document preparation, and day-of assistance.
- Participate in or implement org-wide and inter-departmental projects, such as facility moves or improvements and rolling out new platforms.
- Work on additional projects as assigned by Director of Operations and/or Executive Director.

Qualifications:

- At least three to five years of experience as an Office Manager, Front Office Manager, Administrative Assistant, or similar. Bachelor's degree, a plus.
- Excellent organizational skills, solutions-driven, and comfortable working on multi-faceted projects.
- High level of adaptability and reliability.
- Ability to work both independently and in collaboration with others.
- Ability to work with discretion and handle confidential information.
- Excellent time management skills and keen attention to detail.
- Proven ability to relate positively to visitors, clients, and vendors and to work cooperatively with other colleagues.
- Is an active listener, communicates thoughtfully and empathetically, and has the ability to problem-solve.
- Flexibility to work outside of regular office hours when necessary.
- Fluency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Ability to interact respectfully with people of diverse backgrounds, perspectives, and cultures.
- Professional fluency in Spanish, Mandarin, or another non-English language, a plus.
- Passion for the mission of providing high-quality, free legal services to low-income New Yorkers and promoting volunteerism.

This position will be in-office five days a week, with occasional opportunities for remote work.

All candidates must be fully vaccinated against COVID-19 including a Bivalent vaccine dose or latest 2024–2025 COVID vaccine formula, unless provided a reasonable accommodation pursuant to applicable federal, state and local statutes.

Compensation:

The annual salary range for this position is \$62,400 - \$65,000 and is commensurate with experience. VOLS offers an excellent benefits package, including health, life and disability insurance, a retirement plan to which VOLS contributes, and the option to contribute to a 403(b) plan. We provide 25 days of paid vacation, 12 days of paid sick leave, and 3 personal days annually.



How to Apply:

Please email a cover letter and resume to apply@volsprobono.org with the subject line "Office Manager."

Applications will be reviewed on a rolling basis. No phone or email inquiries, please.

Diversity, Equity, and Inclusion Commitment:

VOLS strives to build and maintain a diverse workplace that embraces staff with different backgrounds, identities and experiences. We seek a diverse applicant pool and particularly welcome and encourage applicants from marginalized communities, including, but not limited to, those who identify as Black, Indigenous, people of color, women, queer, transgender, gender non-conforming, disabled, immigrants, veterans, people from low socio-economic backgrounds, and those directly impacted by the legal system.

VOLS is an equal opportunity employer, and does not discriminate on the basis of race, ethnicity, nationality, creed, age, disability, sexual orientation, biological sex, gender identity/expression, family status, military service or any other status protected under the law.