



Office Manager

March 2019

1 Position Description

Castalia is an international consulting firm with clients all over the world and offices in Washington DC, USA; New York, USA; Wellington, New Zealand; Sydney, Australia; Bogotá, Colombia; and Paris, France.

The Office Manager will be based out of our Washington, DC office. The Office Manager will also provide administrative, reception, HR, and IT support.

2 Duties and Key Responsibilities

2.1 Hours

The hours of work are between 8:30am – 5:30pm

2.2 Administrative Support (50%)

- Prepare and set-up video and audio conference call facilities for staff meetings and other cross-office meetings
- Provide support to staff in DC Office. This may include:
 - Assist with graphics, formatting, and proofreading
 - Assist with planning, coordinating and organizing meetings, teleconferences and videoconferences
 - Making flight or hotel bookings when travel agent or staff are unable to do it
 - Getting travel visas/Renewing passports
 - Document production and delivery. This may include printing, copying, and binding documents produced in the office, liaising with printing companies in Washington to ensure documents are produced to the required standard when document production is outsourced, and sending documents to clients or associates by email, mail, or courier to ensure timely delivery
- Assist in electronic filing and archive system maintenance
- Assist with annual social events: invitations, logistics, document production, etc.
- Assist in the preparation and distribution of weekly staff meeting notes.
- Ad hoc administrative tasks as required

2.3 Reception Service (15%)

- Maintain an efficient, neat, organized, and attractive reception, kitchen, and general office area
 - Following all Castalia procedural checklists
- Maintain all office and kitchen supplies as necessary
- Welcome and receive visitors to the office and ensure they are directed to the relevant staff member(s)
 - Offering water/coffee
- Ensure that all incoming and outgoing mail and couriers are dealt with promptly and on time to meet deadlines
- Operate the Castalia telephone systems, directing calls to appropriate individuals as outlined in the reception manual
- Ensure that printers and copiers are fully supplied with paper, and toners changed when appropriate
- Create and maintain central records of all service providers to the Washington Office (for example, mail, courier, fax, copiers, printing and binding, office suppliers, and so on) when needed
- Assist with updating and maintaining telephone lists and contacts database (via MS Outlook) as required.

2.4 Executive Support (15%)

- Assist the CEO in the following ways
 - Diary management including extensive meeting scheduling and travel bookings where necessary
 - Ensuring the CEO knows about, and attends meetings in a timely fashion
 - Ad hoc tasks as required to assist the Executive Assistant to the CEO.

2.5 HR Support (15%)

- Support HR Manager with screenings and scheduling interviews, exercises etc.
- Update and maintain recruitment tracker, ensuring the recruitment process is followed according to our policies
- Assist with ensuring that HR-related information on internal and external websites is correct and complete at all times i.e. job descriptions posted on company website, recruitment agencies, etc.
- Support HR Manager with New Hire induction scheduling, and scanning of paperwork.

2.4 IT Support (5%)

- Assist with providing staff with all necessary work station equipment—setting up a spare laptop, wireless connections, etc.
- Immediate technical problems will always take priority (i.e. server down, individual laptop issues) – Communicate with ITroom
- Knowing where the wireless access point is and how to restart it, and also the cisco router (internet connection router) – Following details instructions and walk through provided by OA
- Knowing how to use the local administrator account (username and password stored in a file called INFO on everyone’s desktop)
- Knowing how to locate and direct staff to IT Knowledgebase in SharePoint

3 General Approach to Office Duties and Responsibilities

Your general responsibilities and approach to carrying those out are:

- Where a conflict in priority arises, take direction on projects and priorities from the Global HR Manager
- Abide by all Castalia policies, codes of conduct, and practices
- Be flexible within the broad remit of this position.

3.1 As Needed

- Working with our online system when maintenance issues need to be addressed (for example when the temperature need to be adjusted, a light burns out, etc) Communicate with the building through the Tenant Portal.

4 Person Specifications:

Required

- 2-3years experience working in administrative support role
- Proficiency in Office Suites, particularly in Word, Outlook, and PowerPoint
- Excellent written and oral communications skills
- Work well in fast-paced environments
- Positive up-beat, and friendly attitude
- Methodical, highly organized and detail-oriented
- Self-motivated
- Results-driven and dependable
- Handle multiple high-priority projects at once
- Work well with and take direction from many different people
- Proactive and able to take initiative

Desired

- Bachelor's degree with average 3.0 GPA
- Experience working in a consulting firm, or similar deadline driven environment
- Experience supporting high level executives and handling confidential materials
- Office Suite Certifications

Apply. If this opportunity sounds exciting, and you have the skills and experience required, please send your resume and cover letter with salary expectation to Melissa.Bolton@castalia-advisors.com.