

Front Office Manager

This position is Calabrio's first point of contact and conveys the professional image of the company to the public.

The individual in this position will have multiple levels of responsibilities between Calabrio facilities, management and any departments that may need support. An understanding of the Company culture is essential in this role and is exhibited through several actions of this position. Ensure that the front office is secured through escorting all customers/partners to their meeting space and/or contacting meeting leaders and/or interviewers in a timely fashion; coordination of all packages for pick up and timely distribution of packages; assuring coverage of the front office during all working hours. Manages the café and office supplies for the company to ensure company culture and planned activities are well supported.

The Front Office Manager will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities.

CORE EXPECTATIONS

- First point of Calabrio: customer service to the guests of Calabrio and our employees.
- Ensure the reception area's physical space is professional and welcoming.
- Culture responsibilities consist of ordering supplies, maintaining the three café areas and the office while maintaining inventories within the budget.
- Approving invoices for all supplies ordered.
- Answering in-coming and internal calls, greeting guests and arranging coverage for the reception area during breaks, lunches and other absences.
- Organizing incoming and outgoing mail in a timely manner.
- Assist with receiving and shipping of packages.
- Coordinate the building maintenance with our supporting housekeeping company.
- Manage the office keys and manage employee security badge processes.
- Office clean-up: general upkeep of conference rooms, with particular attention paid to the executive board room; clean white boards and the office supply area weekly.
- Order flowers and company gifts as instructed.
- Order business cards and stationery for the organization as needed.
- Assist in coordinating large meetings, ordering food and beverages for the company and other departments, working with vendors as needed.
- Manage the communication on the company monitors by partnering with marketing and IT to ensure this is updated weekly.
- Completes special projects and miscellaneous job-related duties as assigned by EA.
- Other core expectations will be defined by the EA.

CORE COMPETENCIES

- Demonstrates highest level of detail orientation, organizational skills and the ability to multi-task efficiently.
- Intermediate level of competence with MS Office.
- The ability to write and edit business correspondence.
- Demonstrates a sense of urgency to attain and exceed desired results.
- Demonstrates a sense of confidentiality.
- Ability to leverage a variety of resources including vendors when necessary.
- Operates in a cooperative and collaborative spirit to achieve shared goals across multiple functions.
- Ability to balance simultaneous projects while meeting assigned project timelines.
- Able to maintain a high level of confidentiality.
- Self-directed, detail-oriented and flexible but knows when to reach out to others.
- Willingness to learn and perform any/all work duties.
- Forward-looking thinker, who actively seeks opportunities and proposes solutions.
- Other core competencies will be defined.

EXPERIENCE/EDUCATION

- Bachelor's degree; Business and/or Communications degree preferred
- A minimum of three years of experience in office and/or business administration
- Experience with Microsoft Office: Word, Outlook, Excel, PowerPoint, as well as WebEx
- Typing skills of 60 wpm
- Technology industry a plus

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Ability to lift up to 20 lbs.
- Occasional alpha/numeric keyboarding
- Ability to view a computer for a long period of time

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=152265&lang=en_US&source=CC3

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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