



Job Title: Office Manager

This position reports to:	Vice President of Operations
Location:	Texas - Weslaco Office (onsite)

Job Summary

The Office Manager (OM) is responsible for overseeing the logistical and administrative functions of the MHP Salud Weslaco office and assists MHP Salud staff in completing administrative tasks required to successfully run organizational programs and services. The Office Manager is a functional role based full-time in the organization's Weslaco, Texas office. They are responsible for managing and distributing information among their co-workers, managing inventory, purchasing supplies and equipment, ordering and distributing marketing and promotional materials, and completing other administrative work. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

Key Duties & Responsibilities

- Proposes and implements processes to manage programmatic and organizational supplies, including inventory management, shipping to remote staff, completing pre-authorizations and invoice submissions, and tracking supply purchases.
- Places orders for supplies, technology devices and other materials with approved vendors as directed.
- Coordinates and places orders for promotional, marketing and other communications materials and supplies, including completing pre-authorizations and invoice submissions, and follows up with staff to ensure quality of items received; troubleshoots issues with vendors as needed.
- Assists with day-to-day troubleshooting support for technology devices
- Contacts outside vendors to request information and/or documents, complete paperwork, follow up on invoices, and update contact information as needed.
- Assists with logistics of hiring, onboarding, and employee check-outs.
- Responsible for all facilities needs of the Weslaco, Texas office and coordinates with local staff and the Operations team to ensure the facility has all the necessary items, including furniture, infrastructure, supplies, utilities and troubleshoots any facilities issues that arise; immediately notifies management if there are concerns or issues with the office, furniture or inventory that may affect the organization's ability to effectively deliver services in a comfortable setting.
- Proposes and implements facilities-related processes and changes in conjunction with the VP of Operations.
- Responsible for welcoming and guiding visitors to the MHP Salud office.
- Performs all functions and activities within the guidelines and philosophy set forth in MHP Salud's Strategic Plan, policies, mission, vision, and values.



- Ability to perform essential job functions consistently, safely and successfully with ADA and other federal, state, and local standards, including meeting qualitative and quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with federal, state, and local standards.
- Ability to comply with all personnel policies and procedures.

Competencies

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **ATTENTION TO DETAIL** – Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job. Accurately and carefully follow established procedures for completing work tasks.
- **COMMUNICATION SKILLS** – Proactively communicates; informs others of what they need to know. Utilizes oral and written communication to enhance relationships across the organization. Clearly communicates ideas, information, proposals, instructions, issues, and questions using appropriate tone and language.
- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one’s work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **PROBLEM ANALYSIS AND PROBLEM SOLVING** – Uses sound or logical judgement to spot and analyze problems, develop alternative solutions, and initiate corrective action.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.

Company Values

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** —Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

Minimum Qualifications

- Associates degree or combination of experience and education in lieu of degree.
- At least 4-6 years’ experience related work experience.
- Reads, writes and speaks English and Spanish.



Preferred Qualifications

- Bachelor's degree preferred

Skills/Knowledge/Abilities

- Understanding of organizational communication and basic operations and organizational practices, policy, procedures, processes and manuals.
- Must be detail-oriented and meticulous.
- Excellent organizational skills as well as analytical, logical thinking, and problem-solving skills.
- Excellent verbal and written communication skills.
- Experience utilizing equipment (such as phone, laptop, tablet) to complete required job functions.
- Experience utilizing software such as Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new software required for the position.
- Reliable transportation, valid driver's license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).
- Ability to perform work independently and as a productive member of a team.

Job Class:	Functional Support
Position Status:	Non-exempt

Physical Demands

While performing the duties of this role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company's discretion, formally or informally, either verbally or in writing.



Acknowledgment

I have read and understand this job description and certify that I am qualified to perform this job, with or without reasonable accommodation.

Click or tap here to enter text.

Name (Print)

Employee Signature and Date

Click or tap here to enter text.

Supervisor's Name (Print)

Supervisor's Signature and Date