

WORDEXPRESS

Multilingual Solutions Worldwide

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MEMO NO. 14Am

DATE OR UPDATE: April 2011

TO: Applicants for the Office Manager Position

SUBJECT: Job Description -- Office Manager

A. An Overview

At the moment this is a part-time (25 hours per week), in-house position in our offices in Santa Monica, California (Los Angeles area). It may lead to permanent, full-time (45 or more hours per week) employment.

WordExpress is willing to provide visa sponsorship for living and working in the United States for the right candidate.

The right person enjoys a good general education and holds a BA or MA in one of these fields: Business Administration, Economics, Communication, Linguistics, or related areas. She has experience in running a small business, including bookkeeping, finance and office management. S/he possesses excellent oral and written language skills in English and at least one major language, e.g. Spanish, French, German, Chinese, Japanese, Russian or Portuguese. S/he should be very detail-minded, have excellent organizational skills, and be extremely versatile.

As an Office Manager you are in charge of the office facility and operations at WordExpress. You take care of the daily finances, banking, bookkeeping, accounting, including accounts receivable & payable, and process all incoming mail.

You negotiate with vendors, purchase office equipment and supplies, and hire office services. You keep the offices clean, neat and functional, and all work stations, files and records organized. You maintain a professional and pleasant work environment and make sure that the offices run smoothly, and that all office policies and procedures are followed properly.

As far as time allows, you step in on translating, editing and proofreading projects in the languages you are proficient in.

The full-time Office Manager will also advertise for, communicate with, and interview internship candidates, and hire, train and supervise between 6 and 10 interns.

You work closely with the Project Manager, the Client Care Manager, and the Information Technologies Manager. You are the right hand of the General Manager and report to him. You are assisted by our office support personnel (Office Assistants and/or Interns). You need to supervise the persons in the tasks you delegate to them.

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B. Your Responsibilities

Below please find a list of specific tasks to be performed by the Office Manager. This section covers most of the responsibilities, but may not include all of them. As **WordExpress** changes and grows, some tasks may be added, others removed.

The items marked with two asterisks (**) are usually only handled by the Office Manager.

The items marked with one asterisk (*) are usually handled by either the Office Manager or our office support personnel.

The unmarked items are usually delegated to our office support personnel.

a. Office Management

- 1* Welcome clients visiting our offices, provide them with information, make sure they feel comfortable, notify the department they wish to talk to.
- 2** Pick up, sort, distribute and file incoming physical mail.
- 3* Organize and maintain the physical filing system throughout the entire office.
- 4* * Organize and maintain the electronic filing system throughout the entire computer network.
- 5** Keep track of employees attendance, time schedules, extra hours, holidays, vacations, birthdays, anniversaries; maintain and update records.
- 6** Take care of bookkeeping in Quickbooks Pro, maintain and update bookkeeping files.
- 7** Prepare WE Team compensation and bonuses, submit to payroll company (Quickbooks)
- 8* Prepare, update and submit W-9 and 1099 forms for clients and associates.
- 9** Prepare Quickbooks reports (e.g. P & L Report) for General Manager, office meetings and/or accountant.
- 10** Manage Petty Cash
- 11** Review and approve vendors' invoices
- 12** Keep track of accounts payable, prepare reports, set priorities.
- 13** Keep track of accounts receivable (clients), prepare reports.
- 14** Monitor overdue accounts receivable: Send out reminders, follow up with phone calls.
- 15** Handle any problem / legal cases (small claims court) as far as your experience and skills allow.
- 16** Alert the Assistant Manager or General Manager of problem / legal cases you cannot handle yourself.
- 17** Prepare checks, Paypal and wire payments, send out payments.

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- 18** keep track of automated (ACH) debits
- 19* Make deposits to bank accounts and communicate with bank personnel.
- 20** Process credit card payments, maintain records.
- 21** Keep track of bank balances: Quickbooks balance, online balance, actual balance
- 22** Reconcile checking accounts.
- 23 Research on the internet regarding clients, associates, vendors, etc.
- 24 Organize, maintain and update vendors files (physically and electronically).
- 25* Organize, maintain, keep track of office supplies and office services, negotiate prices, place orders.
- 26** Maintain and monitor all office machines.
- 27** Communicate any defects of office machines to Information Technologies Manager for repair or replacement, schedule technical support if indicated.
- 28* Make sure that entire office is in an organized, neat, clean, friendly and functional state at all times.
- 29* Schedule/supervise cleaning personnel.
- 30** Ensure that all policies and procedures as established in company memos are followed properly.
- 31* Streamline office procedures, suggest improvements, implement your suggestions after approval.
- 32** Write memos on important matters, update current ones.
- 33** Make suggestions how to improve the work environment, implement your suggestions after approval.
- 34* Organize and monitor parking arrangements.
- 35 Schedule deliveries (overnight, messenger).
- 36** Maintain relationship with lessor.
- 37** Manage the sublease of two offices within our office suite, maintain relationship.
- 38* Organize special company events (picnic, holiday dinner).
- 39** Take part in individual meetings (with General Manager), office meetings (OM), write reports, implement OM decisions, give short presentations.
- 40* Take care of any pertinent communication and correspondence.
- 41* Do errands and deliveries when needed.
- 42* Assume any other tasks that may come up in the course of the business.

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b. Linguistic Tasks

Every person in the office also takes part in project management and linguistic tasks when the need arises.

- 43 Project Management: Communicate with clients, prospects, associates (translators, interpreters, desktop publishers, etc.) and others in English and any other language(s) you are proficient in, relay and process information.
- 44 Translate, edit and proofread in the languages you are proficient in.
- 45 Do structural review, formatting and layout.

c. Additional Tasks for the Full-time Office Manager:

- 46* Research and advertise intern positions; communicate with and interview candidates, hire, train, delegate to, and supervise interns.
- 47** Schedule and hold meetings with interns.
- 48* Prepare and maintain intern records.

d. Assisting other Departments

Please note that in a relatively small company like **WordExpress**, every manager needs to learn about the related departments, and step in when necessary. At some point after you have settled in as an Office Manager, we will train you in Client Care and Project Management. Then we will rotate the managers for one or two months, so that you become thoroughly familiar with those departments. This rotation also helps to understand better the requirements of each department and thereby improves communication and cooperation between the departments.

C. Your Qualifications

a. Education, Skills and Experience

Good general education, BA or MA, preferably in business administration, economics, communication, linguistics or a related field.

Excellent language skills in English and at least one major foreign language (Spanish, French, German, Chinese, Japanese, Russian or Portuguese). International background.

Experience and skills in business administration, office management, bookkeeping and/or finance.

Excellent communication and negotiation skills

Extremely meticulous and detail-minded, capable of running the business end of the company.

Superior organizational skills, capable of multi-tasking, delegating, supervising, problem solving.

Solid computer expertise: Internet, Windows, WORD, Excel, Quickbooks. Experience in desktop publishing is welcome.

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b. Important Personality Traits

Pleasant, solid personality, excellent manners, professional attitude

Detail-minded, reliable and conscientious

Versatile – willing to learn and adapt to new situations

Energetic, motivated, hardworking and thriving under stress

Able and willing to listen and follow instructions precisely

Alert and sharp – capable of thinking and acting independently

Loyal with constructive attitude -- aware that the best interest of the company also serves your best interest (win/win).

D. Your Compensation and Benefits

As long as this is a part-time position, the compensation will be by the hour, starting with \$ 12 per hour. Once it has become a full time position, there is a basic salary starting at \$ 540/week (\$ 28,080 per year) with benefits and a quarterly bonus, a health bonus, paid holidays, paid vacation and unpaid vacation. Also, free parking will be available.

With all the benefits, the initial compensation of the full-time Office Manager will reach between \$ 35,000 and \$ 40,000 per year. The basic salary will be paid every two weeks on Fridays for the previous two-week period.

E. What we offer and expect

WordExpress needs highly motivated and unusually loyal Team Members only. The part-time position will be 25 hours per week and the full-time position will be at least 45 hours per week and some availability after hours when necessary. Please note that **WordExpress** is a small company, which has numerous advantages, but also requires flexibility and versatility.

The atmosphere at **WordExpress** may be described as an “intense, yet comfortable work atmosphere”. A positive team spirit is not only essential for our success; it also helps create a pleasant work atmosphere. We try to be energetic yet relaxed at the same time. For instance, there are no specific rules regarding attire. You are welcome to dress comfortably and casually, as long as you look neat and clean. What counts more than appearance is positive attitude and excellent performance.

In the **WordExpress Team** you will find a pleasant and helpful group of people to work with. We are making a special effort to hire a person who harmonizes with the other members of the **WordExpress Team**. A person, who is excited about this job, and is eager to contribute to our company’s success. This is

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one reason you will be interviewed by all current managers, and may be offered an orientation period before you are hired.

You will be treated with fairness and respect at all times and your outstanding performance will always be appreciated. Every manager of **WordExpress** has access to the General Manager, who is also the founder and president of the company. The channels of communication are always open and your suggestions and request will be given kind consideration.

A small and growing business like **WordExpress** gives you a chance to make a difference. You will have an opportunity to take part in the development and success of a thriving full-service translation & interpretation company. At **WordExpress** we know that our industry in general, and this job in particular, are very challenging and exciting.

For additional information on WordExpress, please see our website: www.wordexpress.net

Hopefully, this information will help you find out if this is the right position for you. It also gives you a chance to prepare any questions for the interview. Please only request an interview if you feel strongly that this could be the right opportunity for you.