

Position Announcement (September 13, 2024)

OFFICE SERVICES AND OPERATIONS SPECIALIST

Reports to Larry Robertson, SVP & Chief People Officer

***Pay Grade: 2 / Job Level: Support 2**

Min \$51,000 Midpoint \$64,000 Maximum \$77,000

The Association of Governing Boards of Universities and Colleges (AGB) has a career opportunity for an experienced Office Services and Operations Specialist.

The Scope

The Office Services and Operations Specialist is responsible for ensuring that the office environment is fully operational, efficient, and prepared for daily use by staff. This role monitors and addresses all aspects of office services, maintenance, equipment, supplies, vendor management, and overall office functionality to ensure a productive and well-organized workplace. The incumbent will have experience in office services and a proactive approach to maintaining a high standard of office services and operations.

This role requires a detail-oriented and organized individual with strong interpersonal, administrative, and problem-solving skills along with a friendly demeanor and an outstanding customer service acumen. The incumbent takes pride in creating and maintaining a physical workplace that enables productivity and the ability of our teams to collaborate and deliver results.

The Duties

(The duties and responsibilities listed are only a summary of the typical functions of the job and not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties. Employees must be able to perform the essential duties of the position with or without reasonable accommodations).

- Ensures that the office is ready and fully operational for daily staff use, including workspaces, meeting rooms, and common areas. Provides support to staff for any office-related needs, including equipment troubleshooting, meeting room setup, and general inquiries.
- Manages office supplies, equipment, and inventory to ensure that all necessary resources are available and well-maintained. Attain and demonstrate expert-level knowledge of office furnishings and equipment (e.g., copiers, printers, phone system, desks, tables).
- Assists employees in selecting, scheduling and usage of workstations. Attains and exercises expert-level knowledge of our workstation reservation system (Robin). Teaches new employees how to effectively use the system.

- Exercises good judgement in responding to inquiries; prioritizes and handles sensitive and confidential information with the utmost discretion. Serves as main point of contact for facility or maintenance concerns.
- Manages relationships with office vendors, contractors, and service providers to ensure high-quality and timely services.
- Serves as receptionist, greeting members, guests, and employees, accepting mail, packages, and deliveries. Ensures mail is processed and distributed accurately. Receives, processes, and records payments to AGB and AGB Search. Fosters a positive and welcoming office environment that promotes productivity and employee satisfaction.
- Provides meeting support, including space configuration, A/V operations and troubleshooting, assistance with catering, and attendee special requests.
- Serves as point of contact for security vendor. Assigns and manages key fob access. Provides periodic reports on staff access from security vendor's system (Kastle). Deactivates fobs as necessary.
- Develops, disseminates, and updates safety procedures. Ensures that AGB procedures are aligned with building procedures.
- Performs other like duties as assigned.

The Requirements

- Associate's degree or 60 hours of college credit. Bachelor's degree preferred.
- A minimum of four (4) years' experience as the "go-to" office services lead in a professional office operations capacity.
- Exceptional organizational skills with the ability to prioritize and manage multiple tasks simultaneously.
- Strong verbal and written communication skills with a keen eye for detail.
- Intermediate to expert-level proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). Experience with Association Management Systems (AMS) a definite plus.
- Proactive and resourceful with hands-on approach to managing office operations.
- Ability to troubleshoot and resolve issues quickly and efficiently.
- Technology savvy with office equipment and tools.
- Professional demeanor and a commitment to maintaining a high standard of office services.
- Exceptional administrative skills.

This is a full-time position that will be performed on site in our office in Washington DC, located at 1666 K Street NW. Applicants must reside in Virginia, Maryland, or the District of Columbia or within a reasonable commuting distance to our office. The salary offered will be commensurate with experience. In addition, we offer a generous benefits package, including medical, dental, vision, retirement savings, paid vacation, holidays and more.

Equal Opportunity Employer

AGB is an equal opportunity employer, and qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

The Organization

At the Association of Governing Boards of Universities and Colleges (AGB), we believe in the power of higher education to transform lives, strengthen inclusive democracy, and support a thriving society. We believe that strong higher education starts with great governing boards. AGB provides advocacy, leading practices, educational resources, expert support, and renowned programs that advance board excellence for 40,000 AGB members from more than 2,000 institutions and foundations. For more than 100 years, AGB has been the trusted authority for board members, chief executives, board professionals, and key administrators on higher education governance and leadership. Learn more at [AGB.org](https://www.agb.org).

If you are interested or would like to refer an external colleague, please send materials (cover letter and resume) to:

Larry L. Robertson - SVP, Chief People Officer

LRobertson@agb.org

For full consideration, please apply by September 30, 2024. AGB and AGB Search employees are required to inform your current manager of your intention to apply.

Thank you for exploring career opportunities with AGB, a great place to work!