

## **POSITION DESCRIPTION**

**TITLE:** Administrative Office Coordinator  
**REPORTS TO:** President  
**STATUS:** Full-Time  
**COMPANY:** Research & Marketing Strategies, Inc. (RMS)  
**LOCATION:** 15 East Genesee St, Baldwinsville, NY 13027  
**SALARY:** \$45,000 - \$55,000  
**DATE:** December 2023

## **SUMMARY OF PRIMARY RESPONSIBILITIES**

The Administrative Office Coordinator serves as the primary contact for general office operations including administrative, payroll, and project establishment/management functions. This position will also be responsible for overseeing day-to-day human resource functions including but not limited to tasks related to recruitment and hiring, employee relations and employee retention. Perform project work associated with activities such as invoicing, incentive distribution, and project profit & loss review. Coordinates accounts payable and receivable activities and tracking of office/project expenditures. This position also involves administrative functions including cataloging computer inventory, processing of incoming mail, supply management, managing, logging, and monitoring of all building maintenance requests. Overall, this position is responsible on a daily basis for ensuring the smooth operation of the office. This position is eligible for a hybrid work model.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Maintains all employee records ensuring personnel information, benefit participation and performance review and payroll changes are kept current, and confidential.
2. Manages and administers company employee benefits and enrollment including medical/dental, life insurance and simple IRA plan.
3. Documents and responds to company policy inquiries from employees in a professional manner.
4. Maintains strict confidentiality of client, corporate, and all personnel information.
5. Manages employee PTO, updating staff regularly on accrued hours. Assists staff with understanding and adhering to company personnel policies.
6. Manages the corporate new hire process, including posting open positions, reviewing resumes, and assisting with interviewing. Coordinate new hire training and onboarding, including ensuring all paperwork and confidentiality agreements are signed timely.

7. Manages the corporate performance review process. Works with managers to ensure timely submission and processing of all performance related documents.
8. Provides guidance to managers to assist with employee separations, ensuring all required documents and tasks are completed timely following guidelines on the corporate employee separation checklists.
9. Oversees all aspects of timesheet management, paying particular attention to accuracy and correct project coding, entering new client projects/codes, and keeping billable rates current. Will notify President of staff who are delinquent with timesheet preparation and provide ongoing monitoring of timesheet completion.
10. Timely preparation of payroll, paying particular attention to accuracy and correct project coding, entering new client projects, and keeping billable rates current. Prepares and submits payroll information to payroll vendor on a semi-weekly basis on predetermined dates.
11. Establish new client folders on corporate server system and assist with processing all client materials, including signed proposals.
12. Document and update all office operations processes and maintains company Policy & Procedure manuals, including job descriptions and company handbook.
13. Assists with creation and management of project profit & loss statements for management review.
14. Manages the tracking of general office and project related charges and expenses, prepares invoice requests when appropriate. Coordinates the disbursement of project incentives.
15. Coordinates billing, accounts payable and accounts receivable activities, including following up with outstanding client accounts.
16. Maintains an inventory of all office hardware, including computers as well as software programs. Maintains a log of all company usernames and passwords.
17. Keeps a documented list of company vendors and important documentation such as subcontractor agreements, contracts, leases, etc.
18. Responsible for ordering and monitoring all office supplies.
19. Performs other duties as requested.

### **MINIMUM POSITION REQUIREMENTS**

- Associate degree in business administration or human resource designation. Bachelor's degree preferred.
- Minimum of three years of proven experience in an administrative and/or HR capacity.
- Effective oral and written communication skills.
- Highly organized.
- Excellent working knowledge of Microsoft Office (Word, Excel, Power Point and Access) software.
- Ability to work independently and follow through on own initiative is essential.
- Ability to manage multiple priorities, with frequent time constraints required.
- Excellent interpersonal skills and ability to work with diverse groups of people required.
- Process oriented, flexible, and adaptable to the organization's needs.

## PHYSICAL REQUIREMENTS

Ambulatory	30%
Sedentary	70%
Computer Work	70%
Telephone Work	20%
Travel	minimal

\*This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

**To apply, please submit a resume, salary requirements and cover letter to the following:**

Susan Maxsween

Research and Marketing Strategies, Inc.

15 East Genesee Street, Suite 210

Baldwinsville, NY 13027

Or via email to: [SusanM@RMSResults.com](mailto:SusanM@RMSResults.com)