

Office and Communications Manager

Rose Li & Associates, Inc. Rockville, MD, USA

Compensation

\$60,000 to \$70,000 Annually

Benefits Offered

401K, Dental, Life, Medical, Vision

Employment Type

Full-Time

Why Work Here?

"Opportunities abound to do interesting work that makes a difference, grow professionally, and build relationships with fun colleagues."

Rose Li & Associates, Inc. (RLA), a growing professional services firm based in Rockville, MD, seeks an Office and Communications Manager to support a federal client.

As an Office and Communications Manager, you will be responsible for supporting a wide range of meetings and projects.

Strong candidates will have experience in the following areas:

- Working effectively in a hybrid and remote environment
- Coordinating meetings or managing events for federal government agencies or organizations
- Communicating with stakeholders at all levels of an organization and with external vendors

Job Responsibilities

Office Management

- Coordinate all tasks with NIH Office of Research Facilities (ORF) and OSC staff related to designing, moving/renovating, and maintaining the physical office
- Organize office move and related activities if a new lease is renegotiated
- Communicate updates/feedback between offices during meetings and via listservs
- Lead the process to redesign the office space to meet our office needs
- Work with staff and vendors to consider furniture, equipment, and finishes options and place orders as approved by client
- Serve as backup property manager and assist with management/tracking of office equipment as needed
- Remain up to date on procurement processes, systems and federal/HHS/NIH regulations
- Work with staff to prepare documentation and issue/retrieve equipment issued to Office staff

Meeting Attendance and Support

- Attend committee meetings (e.g., Records Management Liaisons, Program Support Working Group, Recruitment, Diversity/EDI)
- Communicate updates/feedback between Office and the relevant committees
- Coordinate Office responses to administrative data calls and processes
- Manage Office activities associated with data calls or processes that occur regularly (e.g., time to understand each one, route information to the right people, office's response, learn new system for each specific data call/process as needed)

Records Custodian and Resource Sharing

- Become familiar with NIH Manual Chapter 1743 ("Keeping and Destroying Records") and ensure that Office is complying with federal policies related to managing records
- Develop a methodology and format for storing records in various places (e.g., R drive, SharePoint folders, OneDrive) and a retention schedule for essential files
- Ensure duplicative or unnecessary files are removed and remaining files are organized
- Ensure that important, but non-essential, Office files are captured and organized (e.g., Position Descriptions, OF-8s, Statements of Work, Acquisition Plans, MOUs, Conference approval packages)
- Coordinate a "Documentation Calendar" for files
- Follow-up after key events to ensure proper documentation (e.g., after RMS process, Annual Progress Report submission, strategic planning, detailed plan submission)
- Develop a checklist that will help to ensure compliance and audit documents periodically throughout the year based on the checklist
- Create a process to regularly check and update the Office Resources available through OneNote on SharePoint
- Remind staff members experts to check the content regularly

Build community, enhance trust, and reinforce office culture

- Coordinate Office tasks related to Employee Engagement and Recognition and the Federal Employee Viewpoint Survey
- Analyze the outcome of the Federal Employee Viewpoint Survey (FEVS), comparing it to other NIH offices and to past years' trends
- Gather and analyze feedback from staff regarding administrative processes (e.g., hiring and onboarding, travel, procurement, staff recognition program)
- Develop and follow-up on recommendations for issues to pursue and solutions to enact

- Work with staff to plan events for, or promote awareness of, cultures represented in the office, highlighting each person's skillset and background
- Work with staff to plan office retreats and trainings
- Work with Office, NIH Training Center and outside vendors to organize the events
- Manage scheduling, agenda, and logistics
- Organize an Office video lunch discussion series on topics of management, soft skills, diversity
- Coordinate Office participation in events such as take your child to work day, take a hike day, bike to work day
- Manages projects to enhance intra-office communication
- Identify and execute other communications projects selected by Office

Back up Executive and Administrative Support

- Manage the calendar for the Office Director when the Executive Assistant is on leave:
- Organize all meetings and accept meeting invitations for the Office Director
- Keep the Office Director apprised of her schedule and any changes that may occur during the day
- Request and print meeting materials for the Office Director and provide them in advance of the meeting
- Anticipate the Office Director's workload and schedule time to work on tasks such as reviewing reports and writing responses
- Remind the Office Director of upcoming tasks/meetings and items that must be completed in advance
- Understand office priorities and be able to move meetings, if necessary, to accommodate emerging needs
- Work with NIH and IC Leadership and their assistants to organize meetings
- Anticipate needs such as conference lines, meeting platforms, commute times between meeting locations, etc.
- Read meeting invitations to understand the context of the meeting and anything that may need to be done in advance
- Serve as Back-up Travel and Conference Planner and assist with heavy travel as needed
- Remain up to date on travel processes, systems and federal/HHS/NIH regulations
- Coordinate Office's Conference Approval Processes
- Work with Office staff to forecast upcoming meetings
- Based on guidance from NIH, determine if conference approval is necessary for a given meeting

- Work with federal and contractor staff to complete the conference approval package.
- Obtain and format quotes, agendas, budgets, exception memos

Back-up Staffing Coordination

- Remain up to date on hiring and onboarding processes, systems and federal/HHS/NIH regulations
- Work with offices to prepare documentation for hires (e.g., position descriptions, FTE worksheets, OF8s, pre-recruitment worksheet, signed certs, CSAL)
- Manage Office participation in Global Announcements
- Prepare and keep documentation related to HCC processes and Deputy Director exception memos
- Create and update org charts associated with these data calls and for office
- Technical Support
- Serve as technical support for Office's two large Conference Rooms, three multi-use small Conference Rooms/Group Offices, and nine unassigned Individual Offices
- Establish and remain up-to-date on scheduling process and systems (e.g., MS Bookings)
- Oversee audio/visual equipment use and maintenance

Qualifications

- Master's Degree in Business Administration, Communications, or a related discipline; or Bachelor's plus three (3) years of specialized experience
- Minimum of four (4) years of project management experience, preferably in scientific organizations
- Minimum of two (2) years of experience in communications, outreach or marketing
- Expertise with SharePoint document management and workflows
- Expertise in Microsoft Office Suite (MS Word, Excel, Outlook, OneNote)
- Experience drafting SOWs or task orders and analyzing the content of proposals
- Experience with coordinating travel, conferences, property and/or procurement at the NIH
- Strong communication skills, both oral and written
- Excellent analytical, organizational, and time management skills

Compensation and Benefits

RLA offers competitive compensation, based on experience. Our benefits package is generous and includes paid time off, all federal holidays, health insurance, short-and long-term disability and life insurance, 401(k) company match, and profit-sharing plan.

Application Process

Qualified applicants will complete at least one screening interview and several in-person/video interviews, and a trial task.

About Rose Li & Associates Inc:

Rose Li & Associates, Inc. (RLA) is a small, woman-owned boutique firm established in 2003 specializing in research, writing, committee and project management, meeting planning, and scientific review and planning services. We support research-focused organizations to move science forward. For more information on RLA, visit our website at <https://roseliassociates.com/>

RLA is an equal opportunity employer, and all 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.