



Position Description

OFFICE MANAGER

REPORTS TO (TITLE): General Manager
APPROVED/REVISED: March 17, 2023

CATEGORY: Full-Time
FLSA: Exempt

POSITION SUMMARY: This role provides critical support to consulting teams, operations, and guest services.

THIS ROLE IS ACCOUNTABLE FOR:

- Office management and operations leadership.
- Special projects and marketing.

Accountability/Responsibilities	% of Time
<p><i>Office management and operations</i></p> <ul style="list-style-type: none"> • Primary contact to operations partners: building, telephones, printer, AV, etc. • Manage front desk: receiving guests, primary on answering phones. • Manage room reservations (internal and external), serve as primary coordinator of calendars. • Manage office look and feel to ensure space is high quality. • Distribute incoming mail and send outgoing mail. • Check deposits & VISA allocation. • Materials and supply ordering. • Restocking supplies. • Regularly collect and distribute all-team information. • Provide leadership and training to all new team members regarding guest experience and the Prouty Way. • Think Tank II, manage firm’s boat on Lake Minnetonka (includes working with the marina, driver, clients who are using the boat, stocking boat, cleaning, ordering catering for client meetings) • Team building – coordinates, plans, implements firm wide celebrations and events. 	75%
<p><i>Special Projects and Marketing</i></p> <ul style="list-style-type: none"> • Manage Founder client, non-client admin support. • Support Consultants with needed client support requests. • Newsletter – facilitates quarterly section of the newsletter. Requires external communication with newsletter recipients. • Add, edit, and manage data in CRM, HubSpot. 	25%
<p><i>Supervision</i> This role does not have supervisory or other work direction responsibility over other employees, but will provide work direction to Prouty interns.</p>	
<p>OTHER DUTIES Please note this job description is not designed to cover or contain a comprehensive listing of activities,</p>	

duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EDUCATION, EXPERIENCE AND SKILLS

- Strong computer skills to include Microsoft Word, PowerPoint, Excel, Microsoft Outlook, HubSpot, MURAL, Zoom, Microsoft Planner.
- Analytical Skills – Ability to collect and analyze data, infer relationships among data points, draw sound conclusions, and formulate recommendations that address critical variables.
- Customer Service – Actively listen and engage to understand customer needs, proactively manage expectations, and honor commitments in a timely way.
- Detail Orientation – Ability to remain focused to achieve accuracy and thoroughness.
- Relationship Management – Ability to quickly establish trusting relationships and develop a rhythm of regular interaction to maintain an authentic connection that results in being top of mind when a need or opportunity arises.
- Workload Management – Ability to effectively manage multiple projects and deadlines while continuing to pay attention to details and output quality.
- Communications – The ability to express oneself well in both written and oral communications.
- Project Management – The ability to clearly understand objective, establish goals/milestones/deliverables, identify time and resources, and implement, monitor and evaluate a project.

CORE VALUES

Curiosity: We lead with questions and possibilities to co-create the best solution.

Adventure: We stretch our clients and ourselves to chart a course beyond comfort zones.

Generosity: We make the world a better place by contributing our time, talent, and treasure.

CORE FOCUS

Purpose: Ignite, Elevate, and Create the Extraordinary.

Our Niche: Strategic Planning and Leadership Development.

CORE TEAM COMPETENCIES

Empathy: The ability to communicate at the emotional level, understand emotions and emotional situations and be in tune with our own emotions and the emotions of others.

Initiative: Identify what needs to be done and doing it before being asked or before the situation requires it.

Adaptability: Openness and willingness to new ways of doing things, modify one's preferred way of doing things.

Influence: The ability to help others see your way of thinking and change beliefs, decisions or actions as a result of one's interactions.

Learner Mindset: Having an appetite for learning. It's the ability and desire to draw connections, make interpretations and apply learnings to new contexts/situations every day.

Teamwork: The ability and desire to work cooperatively and collaboratively with others as "one team".

ABOUT THE FIRM

The Prouty Project is an Eden Prairie, MN based management consulting firm specializing in strategic planning and leadership development. Our team guides CEOs, executives, and next-generation leaders to achieve extraordinary results every day, yet what makes us unique is in how we do that.

Since its founding in 1987, the firm's client centered approach works to create a custom experience designed for its partners. Prouty Project team members create compelling and actionable solutions that deliver tangible results.

www.ProutyProject.com

To apply, please submit a resume to:

Bethany Krueger

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**The Prouty Project will be working with Robert Half, recruiting and employment agency, to hire and fill this position.*

The Prouty Project is an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.