



Position Description

Position: Office Manager
Department: Operations
Reports to: Director of Operations

ABOUT DRI

DRI is the leading organization of defense attorneys and in-house counsel. Membership in DRI provides access to resources and tools for attorneys who strive to provide high-quality, balanced and excellent service to their clients and corporations. DRI is host to 29 substantive committees whose focus is to develop ongoing and critical dialogue about areas of practice. DRI provides access to resources and tools to grow your practice – members can search a database of more than 65,000 experts, attend renowned CLE seminars, conferences and webcasts, network with 20,000+ like-minded defense practitioners and more.

POSITION SUMMARY

The Office Manager will provide support to the office. Office tasks include, but are not limited to, managing shipments, data entry, ordering and managing supplies, serving as back-up to answer phone calls, maintaining supplies and snacks, and processing requests for DRI Suite via Building Engines.

KEY RESPONSIBILITIES

Key duties and responsibilities include, but are not limited to:

- Overseeing mailroom operations includes postmarking and expediting a large volume of mail, including presorted mail, as well as sending and receiving UPS and Fed Ex packages. It also includes reconciling the UPS, Fed Ex and Chicago Messenger invoices.
- Coordinating seminar shipping includes working closely with the Programming Department to schedule seminar shipping, printing, packing and shipping of all materials that go to a DRI seminar. Seminar shipping also includes working with the Meeting Services Department in maintaining an inventory of various items that are sent to seminars, as well as keeping an inventory of supplies for in office meetings.
- Managing photocopying includes maintaining the mailroom photocopier and supplies, fax machines and supplies, postage meter and postage meter funds. It also includes folding large volumes of mail and stuffing envelopes and arranging for messenger service.
- Providing Customer Service Department backup includes answering phone calls to the Customer Service Department and replying to emails to the Customer Service Department inbox. The frequency of backup will be determined by the Director, Operations and communicated to the Office Manager regularly.
- General office tasks include maintaining supplies and snacks. Also, processing requests for DRI Suite via Building Engines.
- Supporting the Finance Department requires data entry into payables platform, accounting system, agency manage system and other data entry tasks as assigned from time-to-time by the Director, Operations.
- The position requires lifting a high volume of boxes for shipment to seminars. The position requires you to be on your feet a good portion of the day.

- Performs other duties as assigned.

QUALIFICATIONS

- Excellent verbal and written communication skills
- Excellent interpersonal, negotiation, and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to act with integrity, professionalism, and confidentiality
- Proficient with Microsoft Office Suite or related software
- Proficiency with or the ability to quickly learn agency management system and accounting system
- Proficiency with data entry

WORKING CONDITIONS

- This position works 37.5 hours per week in person Monday through Friday around core business hours
- Some travel may be required

EQUAL OPPORTUNITY EMPLOYER

DRI provides equal employment opportunity without regard to race, color, creed, gender and gender identity or expression, age, mental or physical disability, medical condition, including pregnancy and childbirth, religion, national origin, marital status, sexual orientation, ancestry, genetic information, political belief or activity, veteran or military discharge status, or any other basis protected by local, state or federal law and regulations under Title VII.

The policy applies to all employment practices, including but not limited to recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

BENEFITS

- Life Insurance
- Medical Insurance
- PPO/HRA, PPO/HSA, Prescription Drug Program, HMO, and Prescription Drug Copay are available
- Dental Insurance
- Vision Insurance
- Short-Term and Long-Term Disability
- Work/Life Balance Program
- Identify Theft Insurance
- Up to 15 vacation days per year, which accrue monthly
- Up to 12 sick days per year, which accrue monthly
- Up to two personal days per year

Updated: January 2024