Mayor's Office of Neighborhood Safety and Engagement

Position: Executive Office Manager

Reports to: Agency Director

Job Summary

The Executive Office Manager is responsible the daily administrative duties required to support the MONSE staff and MONSE Director. This role is critical in ensuring the operational efficiency and effectiveness of MONSE as an agency. The position requires strong alignment with City of Baltimore's and MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment. The successful candidate will work well under pressure, be adaptable, have demonstrated emotional intelligence, and effective organizational skills.

Key Responsibilities

Executive Support

- Complete a broad variety of administrative tasks for the Agency Director, including managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.
- Plan, coordinate, and ensure the Agency Director's schedule is followed and respected.
- Provide "gatekeeper" and "gateway" role, creating win-win situations for direct access to the Agency Director's time and office.
- With direction from the Chief of Staff, research, prioritize, and follow up on incoming issues and concerns addressed to the Agency Director, including those of a sensitive or confidential nature.
- Work closely and effectively with the Agency Director to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Act as a "barometer," having a sense for the issues taking place in the environment and keeping the Agency Director updated.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Agency Director's ability to effectively lead.
- Prioritize conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.
- May recruit, interview, hire, and train junior administrative staff.
- Perform additional duties as assigned by executives.
- Perform other related duties as assigned.

Office Management

- Serve as the lead point of contact for matters involving the agency's office space.
- Manage the physical MONSE office.

- Perform office tasks including maintaining records, ordering supplies, and performing basic bookkeeping.
- Maintain a professional and organized work environment
- Act as the primary point of contact for all executive office matters
- Coordinate and manage executive office meetings, events, and conferences
- Ensure that all executive office documents and records are properly maintained.
- Assist in the development and implementation of executive office strategies and policies.

Agency Purchasing

- Working closely with the Finance Associate Director, act as the main purchaser for the agency using the agency's procurement card (P-Card) and maintain auditable records related to P-Card expenditures
- Work with MONSE staff to provide support in procurement activities for programs and initiatives and serve as liaison between MONSE and Department of Procurement.
- Track and report procurement activities with goal of identifying trends, opportunities to improve quality, reduce costs, and support, ROI/performance evaluation.
- Negotiate with contractors, vendors and City agencies to achieve best quality and prices for services, technology, and supplies.
- Interview vendors to obtain price and product information concerning the ability of vendor to produce product or service and to meet delivery dates; makes recommendations on products and services to superiors and City agencies.
- Manage and coordinate travel purchases associated with the agency.

Board/Commission Support and Liaison

- Serve as the Agency Director's administrative liaison boards and commissions.
- Assist board members with agenda creation and minute-taking.
- Maintain discretion and confidentiality in relationships with all board members.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.

Senior Management Liaison

- Act as a liaison between the executive office and other departments.
- Participate as a member of the Lead and Senior Lead Teams, including assisting in scheduling meetings and attending all meetings.
- Assist in coordinating the agenda of Lead and Senior Lead Team meetings and off-sites, and all-staff meetings.
- Facilitate cross-divisional coordination of travel and outreach plans.

Communications, Partnerships, and Outreach

- Ensure that the Agency Director's bio is kept updated and respond to requests for materials regarding the Agency Director and the agency in general.
- Edit and complete first drafts for written communications to external stakeholders.
- Work with Chief of Staff and Community Engagement and Opportunity Associate Director to coordinate Agency Director's outreach activities.
- Follow-up on contacts made by Agency Director and support the cultivation of ongoing relationships.

Qualifications/Skills

- High school diploma required; Bachelor's degree in Business Administration, Public Administration, or related field preferred.
- At least 5 years of experience in supportive role to senior executive with office management experience.
- Extensive knowledge of office administration, clerical procedures, and recordkeeping systems.
- Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives.
- Ability to prepare reports or recommendations clearly and concisely.
- Must be a pro-active, self-starter who is able to take the lead on tasks with minimal direction.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.
- Exceptional organizational awareness and the ability to analyze and brief senior leaders.
- Consistent ability to exercise sound judgment and discretion.
- Flexible and creative problem solver with result-oriented focus.
- Strong analytic and organizational skills with demonstrated attention to facts and detail.
- Ability to effectively manage multiple projects simultaneously.
- Ability to identify and analyze problems and to propose and implement solutions.
- Ability to collaborate with individuals at all levels of the agency.
- Ability to establish and maintain effective working relationships with City officials, community and business groups and members of the public.
- High level of proficiency in Slack, Visio, and MSOffice products, including SharePoint and MSProject.
- Previous experience in government or public sector preferred.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission

Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values

In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.