



Job Title: Manager of First Impressions

About Minnesota Office Furniture.

Minnesota Office Furniture, *Spaces Designed for Work + Life*, creates environments which includes a range of solutions designed to accommodate the modern needs of professional spaces at work or at home.

We're a distinctive hybrid within our industry, encompassing the rolls of a dealer, refurbisher, and manufacturer under one roof. Due to our multifaceted capabilities, we offer a distinctive vantage point for our clients.

Our diverse portfolio includes distinguished names in the field of: Architectural Products, Systems Furniture/Benching, Chairs, and National Casework lines. Moreover, we proudly function as a local artisan, crafting custom laminate casework and solid surfaces, and holding the esteemed title of a State of Minnesota-approved system furniture (cubicle) refinisher. These unique facets empower us to extend unparalleled flexibility in lead times, finishes, customization, and overall budget consideration when conceptualizing any given space to our clients.

We have proudly collaborated alongside designers, builders, and clients to deliver an expansive spectrum of furniture solutions in commercial and residential spaces, as well as custom designs including but not limited to:

- Private residences
- Design & Development firms
- Single & Multifamily Builders/Remodelers
- General Contractors requiring commercial casework
- Government Institutions
- Healthcare Facilities
- Educational Establishments
- Assisted living environments
- Hospitality ventures
- Call Centers
- Non-profit organizations
- Offices ranging from small enterprises to major corporations

Whether you're located out of state or have multiple locations, we're here to support you every step of the way. Our expertise extends across diverse sectors – from catering to the State of Minnesota and non-profit entities to Fortune 100 corporations and individual clients seeking personalized home solutions. Our comprehensive offerings encompass AD renderings, expert interior design, adept project management, and seamless installation – all thoughtfully bundled into our inclusive suite of services.

Job Overview:

As the Manager of First Impressions, you will work seamlessly with the rest of the team to achieve a guest-oriented approach. First (& Last) impressions mean a lot to Minnesota Office Furniture and make ALL the difference. This position will play a pivotal role in maintaining effective communication internally and externally. This is a hybrid position encompasses Reception Correspondence, Office Manager Duties, & Marketing/Social Media.



The ideal candidate should be outgoing, possess excellent written and verbal communication skills, extreme attention to detail, be a self-starter, independent thinker, problem solver, ready to work. If you love a strong sense of community and possess a proactive approach to collaboration, teamwork, and success please apply!

Key Responsibilities:

1. Reception & Office Management

- Greet and welcome visitors, clients, and employees in a warm professional manner.
- Offer and provide a beverage(s) for guests/clients who visit our showroom.
- Answer, direct and gatekeep incoming phone calls, taking messages as necessary.
- Ensure timely responses to website/email inquiries.
- Manage our TEAMS phone system when there needs to be updates, holidays etc.
- Manage and organize the Reception and Showroom, ensuring it is clean and welcoming every day.
- Manage the opening and closing of building (turn on/off lights, TV, lock doors etc).
- Manage third party Cleaning Service and make sure they are providing adequate service.
- Make office supplies stocked and order as needed.
- Communicate with Printer and Mail service providers when needed.
- Manage and prioritize incoming and outgoing correspondence, including emails, letters, packages, and phone communication.
- Anticipate and address client and visitor needs promptly, demonstrating attentiveness and empathy.

2. Administrative/Scheduling Responsibilities:

- Manage multiple Outlook email boxes and effectively communicate & document information where needed for logistics and sales.
- Coordinate, Schedule, Communicate and Follow-up pertaining to: Service, Moves & Installs.
- Manage Bi-Weekly Timecards.
- Organize Monthly Credit Card Receipts.
- Maintain Organized filing systems for easy retrieval of documents, emails, and additional documents pertaining to the job requirements.
- Assist in the preparation and distribution of internal and external communications.
- Provide administrative support including data entry, document preparation and creation of administrative projects/documents that will use Microsoft Office Suite (Word, Excel, Teams, and Email).
- Draft, edit and proofread letters, emails, and other written communications for accuracy and clarity.
- Make templates and documents to support staff and clients.

3. Coordination and Collaboration

- Serve as a central point of contact for internal and external communication.
- Work closely with various departments to gather information for proper execution of internal and external projects.
- Collaborate with team members on special projects and events.
- Coordinate with external vendors and partners as needed.
- Communicate important announcements, updates, or changes effectively to employees and visitors.



4. Social Media and Marketing Opportunities:

- Monitor and manage social media accounts to enhance the organization's online presence.
- Create highly informative, relevant, valuable, and engaging blog content monthly.
- Collaborate with marketing teams to create content for various platforms.
- Identify opportunities for engagement and outreach through social media channels.
- Craft informative email marketing campaigns monthly.

5. Brand Ambassadorship:

- Uphold the company's brand image and values through professional demeanor, appearance, and behavior.
- Act as a brand ambassador, positively representing the organization's culture and values to clients, visitors, and employees.
- Stay updated on company news, products, and services to effectively communicate and promote them to visitors.

Qualifications:

- High School Diploma Required: additional education or certifications are a plus.
- 2+ Proven experience in administrative work.
- Excellent written and verbal communication skills.
- Computer Savvy, Proficient in Microsoft Office Suite (Outlook, Excell, Power Point, Word), QuickBooks, mail chip and other relevant software.
- Exceptional organizational and multitasking abilities.
- Professional demeanor, dress, vocabulary, and excellent interpersonal skills.
- Familiarity with social media and basic marketing concepts are a plus.

Additional Requirements:

- Punctuality and Attendance
- Ability to handle sensitive information with discretion.
- Willingness to adapt and learn in a dynamic and scaling work environment.
- A proactive and self-motivated approach to work.
- Flexibility to take on additional responsibilities as needed.

Career Development:

This position offers opportunities for growth and career development, with the potential to expand into more advanced roles within administration, social media management, and/or marketing avenues. If you find your interests lie in another department, let us know! Your success is our success.

Note: The above job description is a general overview of the responsibilities and qualifications for the Manager of Correspondence position. Actual duties and requirements may vary based on the specific needs of the organization.



Schedule:

- Full Time Monday-Friday minimum 40 hours a week, 8:30am-5pm
- Currently Closed on Saturday & Sunday
- This is not a remote work position; you must be at the office full-time.

Compensation:

- Full Time Salary Based on Experience \$37.5K - \$55K
- Paid Bi-Weekly
- Direct Deposit Available

Benefits:

- Competitive Salaries
- 2 Weeks Paid Vacation
- 8 Paid Holidays
- 401K
- 401K Matching
- Employee Discount