



**JOB TITLE:** Office Operations Coordinator, Laurel Street & LSA  
**DEPARTMENT:** Human Resources and Administration  
**REPORTS TO:** Vice President of Human Resources and Admin.  
**SUPERVISES:** NA  
**FLSA STATUS:** Exempt  
**SALARY:** \$55,000 - \$62,000

## **COMPANY SUMMARY:**

LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street with a long-term owner's focus on quality and impact, providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities in Georgia, Virginia, and North Carolina. In 2023, this includes 5,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina, with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle-income and market-rate households. The Laurel Street and LSA organizations are deeply committed to providing best-in-class housing opportunities for families of all income levels.

## **Position Summary:**

### **LSA Office**

#### **1. Evaluate Office Space:**

- Assist in evaluating available office spaces near the Laurel Street office.
- Facilitate the LSA Management team's move by year-end.

#### **2. New Office Setup:**

- Manage the process of establishing the new office space.
- Order necessary furniture and equipment.

#### **3. Utility Services and Comparisons:**

- Set up utility services (e.g., water, electricity) for the new address.
- Compare pricing for ongoing services (e.g., copiers, shredding, pest control).

#### **4. Employee Break Room and Shared Spaces:**

- Determine and order equipment and supplies for the employee break room and other shared areas.

#### **5. Supervise Installation:**

- Oversee the installation of furniture, equipment, conference tools, and other items in the new office space.
- Establish secure access processes for employees with our security company.
- Assist in setting up office computer systems, including Wi-Fi and noise dampening measures

## **Laurel Street and LSA Office**

1. **Logistical Support for Meetings and Interviews:**
  - Arrange transportation, meals, refreshments, and hotel reservations for office and outside meetings.
  - Coordinate UPS, FedEx, or USPS mailings for employees, including drop-offs and pickups. Sort and distribute mail.
2. **New Employee Onboarding Experience:**
  - Ensure a high-quality onboarding experience for new hires.
  - Set up office/desk spaces with necessary equipment, technology, and supplies.
  - Schedule the first week of orientation for all new employees.
3. **Office Management and Vendor Coordination:**
  - Manage the office space, including services like cleaning, shredding/recycling, water supply, and copying.
  - Collaborate with team members to identify new service providers and review contracts for competitive pricing.
4. **Amazon Account Management:**
  - Monitor pricing and streamline ordering processes for both companies using the Amazon account.
  - Combine recurring orders to save time and costs.
5. **Office Environment Maintenance:**
  - Create a clean and professional work environment for the team.
  - Order necessary supplies for breakrooms, bathrooms, and employee offices.
  - Set up reoccurring deliveries to maintain supply items.
  - Oversee ongoing office security systems, cameras, and door access. Also, update and maintain press releases and job postings on both company websites.

## **Employee Events**

1. **Team-Building Programs and Events:**
  - Organize team-building activities such as monthly meetings, offsite programs, summer outings, March Madness viewing parties, and holiday dinners.
2. **Employee Interaction and Recognition:**
  - Promote strong employee connections through special acknowledgments.
  - Recognize company anniversaries, birthdays, and facilitate holiday donation programs for residents.
3. **Supportive Measures for Employees:**
  - Order flowers and other items to support employees during times of loss or health concerns.
4. **Calendar Coordination and Time Off:**
  - Coordinate and reinforce employees' use of the team calendar for PTO and work-from-home days.
5. **Occasional Event Support:**
  - Assist with events related to development projects, including new community grand openings and groundbreaking ceremonies.

Additionally, as part of administrative duties:

- Receive and direct general company contacts, including visitors, emails, and phone calls.
- Manage the company's holiday gift-giving process and thank-you communications for partner and vendor gifts.
- Establish standard responses and gifts for recognizing life events of partners and other company contacts.
- Assist in preparing employee bios, company information, and responses to general inquiries.
- Execute general office functions, including managing office files and subscriptions.

**Education/Experience of Ideal Candidate:**

- Bachelor's degree preferred or an equivalent combination of experience and education.
- 5+ years of business experience as a strong officer manager, office administrator, or executive assistant.
- Excellent interpersonal skills .
- Exceptional written/verbal communication skills.
- Strong attention to detail and observation skills.
- Strong planning, organizational, and time management skills.
- Proficiency with Microsoft Office, Adobe, WordPress, along with general technology and computer skills.