



Office Manager (Philadelphia, PA)

What Are We About:

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That's why we're reinventing primary care with an approach that's purpose-built for older adults and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We enable our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others' perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we're looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

What Makes You Uniquely Suited to Work at Patina

As the Office Manager at Patina, you will be the heart of our company in many respects, creating a welcoming, professional, and supportive atmosphere for teammates and visitors alike. You will proactively identify ways to make your teammates' lives better, and quickly and effectively troubleshoot problems when they arise. As an experienced office manager, you are someone who takes great pride in delivering great experiences to teammates, and you are ready to put that superpower to work, in pursuit of our company's incredibly ambitious goal of transforming the healthcare industry. This position is perfect for someone who has a hard time sitting still, so if you like wearing multiple hats and juggling competing priorities, keep reading!

You are detail-oriented and highly organized, and you love researching best practices for workplace happiness and productivity. Above all, you are a force for good: you love helping people, you bring joy to your work and the people in all areas of your life, and you know that your legacy will be determined by the impact you've had on people's hearts. That is the culture you'll be joining - and helping foster - in this important early role in our company.

You enjoy working in an energetic environment and streamlining hectic days. You are an all-around team player and able to build strong and lasting relationships with leaders and team members across Patina. You are passionate about cultivating a consistent, inclusive, and fun team dynamics in a hybrid work environment. You make it happen and you're not afraid to be yourself while uplifting those around you. You have mastered the art of customer-service, administrative work and motivating a team or peers, especially through times of change.

What You Get to Do:

Build a Great Culture:

- Organize and execute in-office corporate events, including happy hours, speaker series, and birthday celebrations.
- Provide support to teammates on a variety of office-related matters, and offer project management support as needed.

- Help develop policies around visitation and safety (e.g., masks; how to verify vaccine status of staff and guests, in coordination with HR, etc.).
- Support all aspects of office functionality, organization, and brand aesthetic.

Create a World-Class Working Environment:

- Be the company's go-to resource for office-related troubleshooting - whether related to infrastructure (WiFi, lights, broken pipes, HVAC, etc.) or smaller issues (spills, faulty kitchen equipment, etc.).
- Coordinate policies for procuring and distributing keys and office access.
- Coordinate policies for (and publicize) hours of operation and parking norms.
- Stock and manage food and beverages for the office.
- Coordinate with office cleaning services to ensure a professional working environment.
- Develop policies around furniture, and, when needed, procure the right furniture.
- Develop policies around seating (e.g. assignments, designated areas for patient care; protecting patient privacy in an environment where we will have visitors and non-patient-facing staff).

Support the Recruitment of a World-Class Team:

- Ensure a successful Day 1 for each new hire!
- Be an advocate for the new hire, relaying important onboarding information and questions to the appropriate people and ensuring they have all necessary information at every step.
- Book and coordinate hiring manager and candidate travel.
- Work closely with our Talent team to improve existing onboarding processes and roll out fun, creative ways to engage new hires in their early days.
- Champion Patina, our values, and our philosophy with potential candidates.
- Analyze our current onboarding processes to identify areas for automation and an improved candidate experience.

Be a Go-To Resource for Administrative Needs:

- Provide support to our executive leadership team, including booking travel, optimizing schedules, and performing general administrative support as needed.
- Provide support in preparation for on-site board meetings, distributing key documents and organizing our meeting space so we can deliver an exceptional experience.
- Generate directions from key places and distribute them to visitors.
- Work with leaders across the organization to develop processes, procedures and best practices for a great working environment.
- Anticipate, communicate, and calmly and flexibly resolve hiccups.
- Support compliance requirements when needed.
- Track and sustain inventory of office supplies and materials.
- Coordinate between employees and external mail carriers for all deliveries and pickups.

What Is Required:

- 5 years of office management experience in the medical field.
- 3 years of vendor management experience
- Proven success working with clients and internal leadership.
- Associate's degree (completed or in progress) required.
- Strong written and communication skills are crucial.
- Ability to thrive in a fast-paced environment and work collaboratively across departments.

What Would Be Great to Have:

- Bachelor's degree
- Experience supporting multiple leaders at the same time
- Experience working at a start-up, in the tech sector, or in a similarly fast-paced environment
- Familiarity with G Suite and Electronic Health Record systems
- You are a proactive problem solver who brings a growth mindset to the team
- Worked in a startup that's grown from 20-to 100 or more employees.

Location:

Greater Philadelphia - this is an in office role.

What Are the Advantages:

- Amazing mission-based culture with a team of fewer than 50.
- Medical, Dental & Vision Insurance.
- Competitive PTO.
- An environment where you can learn, grow, achieve financial wellness, and change the world.

Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

For more information, please contact Talent at talent@patinahealth.com