

Office Manager

Greater Lafayette Commerce | Lafayette, Indiana

Full-Time | Reports to: President & CEO

Salary Range: \$40,000–\$45,000 | Benefits, PTO, and standard GLC employee benefits included

Help People Feel Welcomed, Prepared, and Supported

We are looking for a steady, helpful, and organized person who enjoys taking care of people and details.

Greater Lafayette Commerce (GLC) serves as the chamber of commerce and economic development organization for Greater Lafayette. We work at the intersection of business, education, government, workforce development, and community leadership to help our region grow and thrive.

The Office Manager is often the first voice someone hears when they call GLC, the first face someone sees when they visit, and the person our team counts on to keep daily operations running smoothly. This role supports the President & CEO, helps staff stay prepared, welcomes members and visitors, coordinates vendors and office needs, supports board and committee administration, and brings calm follow-through to the many details that help GLC serve the community well.

The right person understands that people and details both matter.

You are patient with interruptions, responsive to people, and disciplined enough to protect the details. You can greet a visitor, answer a phone call, help a teammate, and still keep track of the agenda, invoice, packet, deadline, or follow-up item that needs to be handled well.

This is a role for someone who naturally helps people, notices what needs to be done, and follows through with care.

Why This Role Matters

GLC helps bring together business leaders, elected officials, educators, investors, nonprofit leaders, entrepreneurs, and community stakeholders. Many of the region's most important meetings happen here. Many of the region's most important relationships connect through here.

The Office Manager provides the welcoming, organized, and professional foundation that allows this work to happen.

When this role is successful, GLC runs with more consistency, preparation, and follow-through:

- Leaders are prepared.

- Meetings run smoothly.
- Board members receive accurate information.
- Financial and administrative processes are organized.
- Visitors feel welcomed.
- Staff have the tools and support they need to do their jobs effectively.
- Important commitments do not fall through the cracks.

You May Be a Great Fit If

- People describe you as helpful, steady, dependable, and easy to work with.
- You enjoy being the person others can count on.
- You like creating order, but you are also patient when the day does not go exactly as planned.
- You are comfortable answering phones, greeting visitors, helping vendors, and supporting a busy team.
- You notice small things that make an office work better.
- You follow through on commitments and keep track of details.
- You handle confidential information with care.
- You take pride in helping people feel welcomed, prepared, and supported.

What You'll Do

Executive & Leadership Support

- Manage executive calendars, scheduling priorities, and meeting coordination.
- Prepare agendas, packets, materials, and supporting documents.
- Track follow-up items, commitments, and organizational deadlines.
- Support Board of Directors, Executive Committee, and leadership meetings.
- Handle sensitive and confidential information with professionalism and discretion.

Office Operations & Team Support

- Maintain office systems, records, files, and shared resources.
- Coordinate office supplies, equipment, facilities, deliveries, and vendor relationships.
- Answer phones, welcome visitors, respond to general inquiries, and help people get connected to the right person or resource.
- Support staff across departments with practical administrative help, meeting preparation, and follow-through.
- Document and improve recurring organizational processes.

Financial & Administrative Coordination

- Process invoices and maintain supporting documentation.
- Reconcile organizational credit card transactions.
- Assist with budgeting, compliance, audits, and financial recordkeeping.
- Ensure information is accurate, organized, and complete.

Meeting & Program Support

- Coordinate meeting logistics, room setup, catering, registrations, materials, and follow-up.
- Support successful execution of programs and events.

- Work closely with internal staff to ensure a consistent and professional experience.

Member, Visitor, Vendor & Colleague Experience

- Serve as a welcoming ambassador for Greater Lafayette Commerce.
- Create a calm, professional, and helpful experience for people who call, visit, attend meetings, or work with GLC.
- Support onboarding of staff, board members, members, volunteers, and partner organizations under the GLC umbrella.
- Help create a culture of professionalism, responsiveness, hospitality, and service.
- Look for opportunities to improve experiences for members, visitors, vendors, and colleagues.

Our Culture

At Greater Lafayette Commerce, we believe in three core values:

Abundance Minded	We help first, create value for others, and look for ways to connect people and opportunities.
Growth Oriented	We stay teachable, seek feedback, and continuously improve.
Clear Is Kind	We communicate directly, define expectations, and follow through on commitments.

These values guide how we hire, work together, serve our members, and support our community.

What Success Looks Like

In this role, success looks like a well-run office where people feel welcomed, leaders feel prepared, staff feel supported, and important details are handled before they become problems. The best person for this role brings warmth to the front office, steadiness to a busy team, and careful attention to the records, meetings, deadlines, and commitments that keep GLC moving forward.

Qualifications

- Associate's or bachelor's degree preferred, or equivalent professional experience.
- 1–3 years of experience in administration, hospitality, office coordination, customer service, project support, business operations, nonprofit organizations, or a related field.
- Strong organizational and time management skills.
- A service-minded approach to supporting coworkers, members, visitors, vendors, and community partners.
- Comfort managing interruptions while keeping commitments, deadlines, and details organized.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Office and ability to learn new technology platforms.
- Ability to manage confidential information appropriately.
- Valid driver's license and ability to attend occasional off-site meetings and events.

Compensation & Benefits

The salary range for this full-time position is \$40,000–\$45,000, plus GLC's standard employee benefits, including paid time off and other regular benefits available to full-time team members.

References and Background Check

Candidates may be asked to provide references later in the process. Any offer may be contingent upon satisfactory completion of reference and background checks. All inquiries and applications will be handled confidentially.

How to Apply

Interested candidates should submit a resume and brief statement of interest to Joan Matson at jmatson@greaterlafayettecommerce.com. Applications will be reviewed as received, and the position will remain open until filled.

Greater Lafayette Commerce is an equal opportunity employer.