



OPEN POSITION: Office Manager (Full-Time) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks an **Office Manager** to join our growing team. Established in 2016, MMDC is a nonprofit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children’s Research Hospital, Baptist Health Sciences University, Le Bonheur Children’s Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College, and University of Tennessee Health Sciences Center. Together, these institutions have more than 25,000 employees, 8,000 students, a collective spend of \$1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations, and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District and make it a preferred destination to work, live, learn, and play.

MMDC’s approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, our work is organized around six key areas of focus:

1. **Streets & Public Spaces** – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas, and enhanced mobility options. District Ambassador program; coordination of safety efforts, hospitality assistance, and environmental and cleanliness improvements.
2. **Development** – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. **Economic Development** – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority, and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. **Marketing and Communications** – Promoting the organization’s mission, values, and impact to various stakeholders through creatively telling the District’s and the organization’s story.
5. **Real Estate** – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed-income places.
6. **Workforce Strategies** – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage, and a growing career field.

Title	Office Manager
Reports To	Chief Operating Officer

Summary	We are seeking a dynamic Office Manager to join our team at MMDC, one of Memphis Business Journal's 2024, 2025, and 2026 Best Places to Work. The Office Manager is responsible for supporting the day-to-day administrative and operational functions of the Memphis Medical District Collaborative (MMDC). This position manages office and facility operations, coordinates technology and equipment need, oversees office purchasing and vendor relationships, provides front desk and guest services, and delivers administrative support to ensure an efficient, organized, and welcoming workplace The Office Manager serves as a central resource for MMDC staff and visitors and works collaboratively across departments to ensure employees have the facilities, technology, supplies, equipment, and administrative support needed to successfully perform their work.
Experience and Qualifications	Required: • Associate or Bachelor's degree in Business Administration, Office Administration, Operations, or a related field preferred; equivalent relevant experience may be considered. • Minimum of 3–5 years of experience in office management, administration, operations, facilities coordination, or a related area. • Experience coordinating vendors, purchasing, office operations, and/or technology equipment. • Strong proficiency with Microsoft Office and/or Google Workspace. • Strong organizational, communication, customer service, and problem-solving skills. • Ability to manage multiple priorities with strong attention to detail and follow-through. • Ability to work independently while collaborating effectively across departments. • Professional demeanor and ability to interact effectively with staff, partners, vendors, and visitors. • Ability to handle sensitive and confidential information appropriately.
Salary Range	\$45,000, commensurate with experience.
Key Benefits	• Generous benefits package • Professional development opportunities • 20 days per calendar year of paid leave • At least 10 office closing days for public holidays • Phone reimbursement
Physical Requirements	• Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling lightweight objects and materials (5-10 pounds). • Lifting/moving supplies. • Tasks may involve extended periods at a keyboard or workstation.

Essential Duties and Responsibilities:

Office & Facilities Management

- Manage the day-to-day operations and general organization of MMDC's office.
- Coordinate maintenance, repairs, building access, cleaning, and other facility needs.
- Serve as the primary contact for property management and office-related vendors.
- Manage office keys, access badges, and related records.
- Maintain office and kitchen supplies and coordinate replenishment.
- Coordinate meeting room and workspace setup.
- Assist with office moves, furniture, workspace assignments, and facility-related projects.

- Coordinate mail, shipping, deliveries, and receiving.
- Help maintain a professional, organized, safe, and welcoming office environment.

Front Desk & Guest Services

- Maintain a professional and welcoming presence at the front desk/reception area.
- Greet and welcome guests, partners, vendors, and other visitors to the MMDC office.
- Notify appropriate staff when guests arrive and direct visitors to the appropriate meeting or office location.
- Answer and route incoming calls and general inquiries as appropriate.
- Receive and coordinate mail, packages, deliveries, and other incoming materials.
- Maintain a clean, organized, and professional reception and common area.
- Provide general assistance to guests and help ensure a positive visitor experience.
- Assist visitors with parking, building access, and other office-related information as needed.

IT & Technology Coordination

- Serve as the first point of contact for routine staff technology and equipment needs.
- Coordinate with MMDC's IT provider and technology vendors to resolve technical issues.
- Coordinate laptops, monitors, phones, software, and other equipment for employees.
- Maintain an accurate inventory of MMDC technology and equipment.
- Coordinate technology setup for new employees and equipment collection during offboarding.
- Assist with routine troubleshooting and escalate technical issues when appropriate.
- Coordinate software licenses, user access, and technology requests according to established procedures.

Purchasing & Vendor Management

- Coordinate approved purchases of office supplies, equipment, technology, furniture, and other operational needs.
- Obtain quotes and pricing from vendors as requested.
- Track orders and coordinate delivery.
- Maintain vendor information and operational service agreements.
- Ensure invoices, receipts, and purchasing documentation are submitted appropriately.
- Monitor office and technology subscriptions and upcoming renewals.
- Help identify opportunities to manage office expenses efficiently.

Provide administrative support to Chief Operating Officer

- Assist with scheduling, meeting coordination, and meeting logistics.
- Prepare documents, correspondence, presentations, and other administrative materials.
- Coordinate meeting setup, including technology, supplies, refreshments, and room arrangements.
- Maintain organized electronic and physical records.
- Support organizational meetings, staff activities, events, and special projects.

Employee Onboarding & Offboarding Support

- Coordinate workspace, equipment, technology, supplies, and building access for new employees.
- Partner with Human Resources to ensure operational onboarding needs are completed before an employee's first day.
- Coordinate the return of equipment, keys, access credentials, and other MMDC property during employee offboarding.
- Maintain accurate records of MMDC-issued property and equipment.

Additional Responsibilities:

- o Performs other duties and special projects as assigned to support the mission, goals, and operational needs of the Memphis Medical District Collaborative (MMDC).

Work Authorization: Applicants must be legally authorized to work in the United States. MMDC does not provide employment visa sponsorship.

Submittal

If you are interested in applying, please upload your resume and cover letter [here](#).

Applications will be evaluated on a rolling basis, so please submit as soon as possible. In your cover letter, tell us why you are interested in this role and how your past experiences make you an ideal candidate for our growing not-for-profit, community development organization.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org