

Office Manager (Full time—Remote/Hybrid)

Cheng & Tsui Co., a leading textbook publisher of print and digital educational products in the area of Asian languages and cultural studies, seeks someone committed to providing excellent administrative and operational support. This position is ideal for someone who enjoys helping in many varied areas of the business.

RESPONSIBILITIES:

- Provide basic administrative support including communicating with vendors, doing research on varied topics, organizing and filing documents electronically
- Handle all aspects of human resources, such as onboarding and offboarding, payroll and benefits administration, helping with job posts/descriptions/and contracts, research issues, and process documentation with proper record-keeping and be the primary person for staff to ask about HR matters and working with ADP TotalSource PEO to keep up with compliance matters
- Manage permissions requests, trademark filings, LOC Copyright registration, ISBN assigning, royalties entries, piracy tracking, contract and process documentation safekeeping, and the like
- Perform backup bookkeeping role in invoicing, credit review, collections
- Oversee office needs and purchasing, including supplies, equipment such as phone and copier, and space cleanliness and safety
- Act as liaison to IT services and property managers for repairs and maintenance
- Provide backup support for customer service by handling inquiries about print and digital products, processing phone, fax, and online orders, and handling returns and past due accounts
- Evaluate product inventory levels and place reprint orders as necessary
- Observe and recommend ways to improve processes at all levels based on company's philosophy of continuous improvement
- Support in other areas as needed or as requested

REQUIRED SKILLS AND EXPERIENCE:

- Minimum 8 years' office administration/management and customer support experience
 - College Bachelor's Degree or equivalent work experience
 - Proficiency with MS Office software (Word, Excel, PowerPoint) utilizing websites and email, with high comfort using and supporting technology
 - Familiarity with basic bookkeeping assumed and CRMs a plus
 - Must be very thorough in taking directions, keeping track of projects and requests, and completing tasks accurately and in a timely manner
 - Ability to communicate clearly and courteously in writing and orally
 - Must be discreet and have the skills to handle sensitive and confidential matters
 - Possess a basic understanding of best business practices in general, and office administration and customer service specifically
 - Flexibility and a positive can-do attitude essential in a fast-paced environment requiring excellent multitasking skills and desire to learn and grow
-

- Must have very strong organizational skills and be able to prioritize work independently
- Must be a people person, being able to balance between empathy and company needs
- Interest in our mission and educational publishing preferred. Knowledge of an Asian language a plus.

Salary and title commensurate with experience. We are an Equal Opportunity Employer. Benefits package includes health, dental, life, and disability insurance, and 401(k) plan.

Please send resume with cover letter to: careers@cheng-tsui.com. Include **Office Manager** in the subject line. No phone calls, please.