

RSM! Recruitment
Thailand



What Does An Officer Manager Do?

What does an Office Manager do?

In short, an Office Manager is a title that has evolved into a guru who knows and ultimately ends up being responsible for every little detail about any and everything to do with the company to ensure its smooth operation.

If 5 things are broken, it's often the Office Manager who is asked to sort everything out, whether it be a backup server, photocopier or your bosses hi-tech PDA. When you are asked to fix a broken PC, get coffees for clients, print out 50 copies of the corporate presentation, take minutes in the Board Meeting and reply to your emails, you need a cool head and to learn quickly to multi-task and prioritise.

Office Managers more often than not are a main contact and also a distributor of information to ensure everyone is up to date with comings and goings of the company, as well as co-ordinating events and diaries and personal business of management members.



In an ideal world, a top-of-the-class Office Manager will have the following:

Proficiency with current technical programs

This includes MS Word, Outlook, Excel, Access, Powerpoint as well as Web Content Management Systems and now and again design software, etc. It's also important to understand sophisticated phone systems, copy centers and equipment, faxing software, computer back-ups, cell phones and PDAs.

Knowledge of Human Resources

This is particularly important in smaller or emerging offices, where office managers must stay on top of laws, regulations, safety and/or industry stipulations, and may be the first stop in the interview process for many employees.

Project Management skills

The ability to manage special projects, such as office design or office moves, is a necessity. The office manager might be the only person who knows all the aspects of such projects, enabling him to identify cost savings and minimize the disruption to other workers.

Good written skills

You may need to write out or edit minutes, corporate presentations, proposals, contracts, board reviews, press releases or copywriting for websites.

Excellent verbal skills

Foreign language skills are often seen as an asset if working for an international company

Good organisational skills

You may be asked to co-ordinate events and board meetings with management members across 3 continents in various time zones or the staff Christmas party

Leadership qualities

An Office Manager needs to know when to take charge and must cooperate with others to ensure issues are followed up and resolved in a timely manner.

A good work ethic

An Office Manager should lead by a good example and be punctual as well as remain flexible at the end of the day and when required.