TASKA by eqwal

**Redefining Prosthetics**
**Transforming Lives**

# POSITION DESCRIPTION: OFFICE MANAGER

| POSITION DETAILS | | | |
|---|---|---|---|
| **Position Title** | Office Manager | **Location** | Salt Lake City, Utah |
| **Reports To** | Commercial Director – Americas | **Major Relationships** | Americas Leadership Team, Finance Team, Relevant stakeholders, office suppliers, contractors, wider TASKA team |
| **Direct Reports** | NIL | **Date** | July 2026 |

| COMPANY MISSION | |
|---|---|
| **Mission** | To instil confidence through innovation, enabling others to unlock life's full potential. |

| COMPANY VALUES | |
|---|---|
| **Excellence** | We have passion for our progress |
| **Courage** | Owning our beliefs and actions takes courage |
| **Collaboration** | Our success comes from team effort |
| **Care** | We foster a culture of kindness and responsibility |

## POSITION PURPOSE

The purpose of the Office Manager is to ensure the smooth, efficient, and professional operation of the Salt Lake City office by providing comprehensive administrative, organisational and coordination support to the business. The Office Manager acts as a central point of contact for staff, leadership and external stakeholders, maintaining effective systems, processes and communication that enable teams to operate efficiently, collaborate effectively and achieve organisational objectives.

## MAIN ACCOUNTABILITIES

| | | |
|---|---|---|
| **Quality** | **Ensures efficient and effective office operations** | • Manages the day-to-day operation of the Salt Lake City office.<br>• Maintains office supplies, equipment, facilities and services to support business operations.<br>• Coordinates office maintenance, repairs, cleaning, security and facility related activities.<br>• Maintains records and administrative processes in accordance with company requirements.<br>• Coordinates meeting rooms, catering, visitor management, and office logistics.<br>• Supports the preparation and distribution of business documentation, reports and presentations.<br>• Supports regional leadership with administrative activities, reporting and documentation.<br>• Identifies and implements process improvements to improve efficiency and employee experience. |
| **People** | **Supports a positive and engaged workplace culture** | • Coordinates onboarding and offboarding activities for regional employees.<br>• Arranges office inductions, equipment, facilities access, and welcome activities.<br>• Supports employee engagement, wellbeing and company events.<br>• Coordinates regional meetings, conferences and team events.<br>• Organises travel for senior leaders of the USA team.<br>• Supports the People & Capability partner as required.<br>• Promotes company values and safe work practices. |

TASKA by eqwal

**Redefining Prosthetics**
**Transforming Lives**

# POSITION DESCRIPTION: OFFICE MANAGER

| | | |
|---|---|---|
| **Customer** | **Creates positive experiences with external stakeholders** | • Acts as the primary contact for office visitors, contractors, suppliers, and service providers.<br>• Maintains strong relationships with office suppliers and service providers.<br>• Supports regional sales and leadership teams with customer-facing administrative requirements.<br>• Maintains office systems, resources, and processes that enable efficient customer service and operational support.<br>• Identifies opportunities to improve administrative processes that enhance customer satisfaction and service delivery. |
| **Finance** | **Manages regional financial administration and controls** | • Processes supplier invoices and coordinates accounts payable activities in accordance with company policies.<br>• Raises and manages purchase orders, ensuring appropriate approvals are obtained.<br>• Reconciles company credit card and employee expense claims for submission to Finance.<br>• Maintains accurate records of office expenditure and operational costs.<br>• Assists with monthly financial reporting, accrual information and budget tracking.<br>• Monitors office and facilities budgets identifying unusual expenditure or variances.<br>• Coordinates payments to local vendors and service providers in conjunction with the Finance Team.<br>• Supports annual budget preparation and forecasting activities for the Americas region.<br>• Assists with audit requests and financial documentation requirements.<br>• Maintains asset registers and assists with inventory and equipment tracking.<br>• Ensures compliance with delegated financial authorities and procurement processes. |

| **CORE BEHAVIOURS** | |
|---|---|
| **Analytical** | • Interprets financial, operational and administrative data to identify trends and opportunities.<br>• Uses data and information to support sound business decisions.<br>• Evaluates information objectively and identifies key priorities.<br>• Demonstrates strong attention to detail and accuracy in financial and administrative activities.<br>• Anticipates potential issues through proactive review and analysis of information.<br>• Balances multiple sources of information when making recommendations. |
| **Teamwork** | • Builds strong collaborative relationships across teams and functions.<br>• Shares information openly and works cooperatively to achieve common goals.<br>• Supports colleagues and contributes positively to team success.<br>• Values diverse perspectives and encourages constructive discussion.<br>• Demonstrates flexibility and willingness to assist others when priorities shift.<br>• Contributes to a positive, inclusive, and high-performing workplace culture.<br>• Works effectively across different tie zones, locations and cultures.<br>• Supports team decisions and actively contributes to achieving organizational objectives.<br>• Recognises and celebrates the contributions and successes of others. |
| **Problem Solving** | • Identifies issues quickly and develops practical solutions.<br>• Takes initiative to resolve challenges with minimal supervision.<br>• Investigates root causes rather than addressing symptoms alone. |

TASKA by eqwal

**Redefining Prosthetics**
**Transforming Lives**

# POSITION DESCRIPTION: OFFICE MANAGER

| | |
|---|---|
| | • Demonstrates sound judgement when balancing business, customer and employee needs.<br>• Adapts approach when circumstances change or new information becomes available.<br>• Escalates issues appropriately when risks or impacts exceed delegated authority. |
| **Customer Service** | • Delivers professional, responsive and customer focused experience.<br>• Builds strong relationships with internal and external stakeholders.<br>• Responds to enquiries promptly and follows through on commitments.<br>• Maintains a solutions-focused approach when dealing with requests or concerns.<br>• Demonstrates professionalism, diplomacy and discretion in all interactions.<br>• Acts as a positive ambassador for TASKA and the Americas business. |
| **Continuous Improvement** | • Identifies opportunities to improve systems, processes and ways of working.<br>• Challenges inefficient practices and proposes better solutions.<br>• Embraces change and supports others through process improvements.<br>• Seeks feedback and uses it constructively to improve performance.<br>• Demonstrates curiosity and a commitment to ongoing learning and development.<br>• Actively contributes ideas that improve efficiency, effectiveness and employee experience. |
| **Financial Acumen** | • Demonstrates strong numerical and financial administration skills.<br>• Understands budgets, purchase orders, expenses and financial controls.<br>• Maintains accuracy and integrity in financial records and transactions.<br>• Uses financial information to support business decision-making.<br>• Identifies cost-saving opportunities while maintaining service quality.<br>• Ensures compliance with company financial policies and delegated authorities. |

| **SKILLS, QUALIFICATIONS AND EXPERIENCE** | |
|---|---|
| **Qualifications** | Relevant qualification in Business Administration, Finance, Accounting, Office Management or a related field. |
| **Experience** | 3-5 years' experience in office management, business administration, operations coordination, or similar role.<br>Experience supporting financial administration, accounts payable, expense management, or budget monitoring.<br>Experience coordinating suppliers, travel, facilities, and business operations.<br>Experience working within a growing or international business environment preferred. |
| **Skills** | Strong financial administration and numerical accuracy.<br>Experience with accounting, ERP, or finance systems.<br>Advanced Microsoft 365 skills.<br>Excellent organisational and time-management skills.<br>Strong stakeholder and supplier relationship management capability.<br>High attention to detail and ability to maintain confidentiality.<br>Ability to manage multiple priorities and work independently. |