

Utility Solutions Group Pty Ltd
Job Description - Office Manager

****Location:**** Dandenong, Victoria, Australia

****Employment Type:**** Full-time

****Salary Range:**** AUD 75,000 - 85,000 + superannuation (commensurate with experience)

#About Utility Solutions Group (USG)

Utility Solutions Group (USG) supports civil and utilities-related project environments and requires strong internal coordination across operations, finance, field administration, and client-facing activities. We are seeking an Office Manager to lead our business support and administrative operations.

#Position Summary

The Office Manager is responsible for overseeing business support, office operations, and administrative-financial coordination to ensure the organization runs efficiently and consistently. This role provides leadership to administrative staff, supports workflow standardization, and coordinates cross-functional communication across operations, finance, and project stakeholders.

#Key Responsibilities

- Lead the Business Support function, supervising administrative staff and monitoring task completion, quality, and deadlines.
- Coordinate office operations, including technology and physical resources, to improve workflow efficiency and business continuity.
- Act as liaison between operational, finance, and client-facing teams to maintain clear communication and process alignment.
- Oversee key administrative and financial workflows, including invoicing support, expense data coordination, records quality, and process traceability.
- Coordinate supplier credit applications and support related financial documentation requirements.
- Maintain accurate and structured records across administrative and accounting systems to support reporting and decision-making.
- Centralize and manage project and business documentation, including hours data, project status updates, and supporting records.
- Support internal communications, onboarding/inductions, and training/certification scheduling.
- Maintain records related to staff qualifications, training renewals, and operational compliance.
- Support Work Health and Safety process tracking and action management through digital systems (including AroFlo).
- Drive continuous improvement by implementing digital tools and workflow automation to reduce manual entry, improve transparency, and increase operational consistency.
- Support digital channels and internal marketing coordination activities aligned with business growth objectives.

#Essential Requirements

- Demonstrated experience in office management, business support, operations administration, or similar administrative leadership roles.
- Experience coordinating cross-functional workflows involving operations and finance stakeholders.
- Strong documentation, records management, and process-control capability.
- Experience supervising or coordinating administrative staff.
- Strong communication and stakeholder-management skills.
- Proficiency with Microsoft 365 (especially Excel) and modern workflow systems.

#Desirable Requirements

- Experience with AroFlo and/or comparable operations/workflow platforms.
- Experience with invoicing support, supplier coordination, and financial process administration.
- Exposure to project-based environments (construction, utilities, infrastructure, or technical services).
- Familiarity with digital tools for reporting, workflow tracking, and internal communication.

#How to Apply

Please submit your resume/CV and a short cover letter outlining your relevant office operations and administrative leadership experience.

USG is an equal opportunity employer and values diversity and inclusion.