



## Job Description: Office Manager

Approved: *Allen Keger*

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The Office Manager keeps the office running smoothly, supports senior staff and the Board, maintains efficient workflow, manages certain initiatives, and is the 'face' of the Agency to those visit the building or make inquiries via other mediums.

### Qualifications

To be eligible for initial or continued employment in this position one must:

- Be at least twenty-one (21) years of age
- Possess a valid Driver's License
- Hold a high school degree with 3-5 years in executive office management; Post-secondary training certificates and/or college coursework preferred
- Be proficient with Microsoft Office Suite (Word, Excel, Power Point, Access) and Adobe Acrobat
- Demonstrate a proven ability to utilize good judgment in furtherance of the mission or to accomplish specific objectives
- Possess excellent customer service skills
- Have a keen attention to detail.

### Responsibilities

In broad terms, the Office Manager is responsible for the administrative aspects related to managing the Agency. More specifically, the responsibility of the Office Manager include, but are not limited to:

- Provide primary administrative support for the Director and other managers;
  - Monitor and process incoming packages, mail, e-mail, fax, and telephone inquiries and resolve and/or route as appropriate
  - Manage all outgoing mail and shipments through USPS and other carriers
  - Manage the Director's calendar, scheduling appointments, organize and arranging meetings, and make travel arrangements
  - Prepare, distribute, and/or publish documents, correspondence, reports, and presentations
  - Perform data entry functions in various software systems in support of Captains and Lieutenants
  - Procure supplies or equipment requested by managers based on requirements or specifications, sourcing vendors and researching the best price and alternatives as appropriate
  - Plan events such as celebrations, recognition ceremonies, and conferences
  - Monitor office workflow, to include a "big picture" view of what each manager's primary goals are for the week/month; keeping track of critical and time sensitive deadlines; and provide administrative status reports for the Director.



- Serve as Secretary of the JCESA Board;
  - Draft and post meeting agendas on the premises and website in accordance with Agency by-laws, sunshine laws, and direction from the Board
  - Assemble and distribute agenda packets to all board members and post to the Agency website
  - Set up the meeting room
  - Attend board meetings and take meeting minutes
  - Publish official meeting minutes, upon approval, to the Agency website
- Perform preliminary accounting functions;
  - Manage the Agency's P-Card program, in accordance with Agency policy and applicable laws, including
    - Adjusting cardholder credit limits
    - Securing new cards and de-activating cards as indicated
    - Reconciling each cardholder's statement with receipts
    - Providing support to cardholders
  - Process incoming invoices, route appropriately, and monitor status to ensure timely payment.
  - Receive, process, assemble, and submit volunteer fire companies' documentation required to receive County funding, working with individual companies to verify that all documentation is present
  - Process expense reimbursement requests
  - Make bank deposits
- Provide support services for employees;
  - Serve as the central point of contact for vendors, staff, and support departments regarding office software, office equipment, and e-mail accounts, including providing or obtaining technical support for these tools
  - Coordinate the creation of e-mail accounts and fuel PINs for new employees
  - Assist employees experiencing issues accessing their e-mail account
  - Receive and route forms and requests to change payroll tax withholdings, direct deposit information, etc.
  - Manage the accountability ID program including the collection of data, photographs, and production of cards for employees and volunteers, as one of 3 designated locations in the County
- As part of the Agency's public information and relations efforts;
  - Maintain the Agency's website by posting Board material, announcements, documents, reports, links, photographs, and other information that the office manager, in his or her judgment lend to transparency of agency management.
  - Develop and publish posts to the Agency's social media account(s) including notices of office closure, awards presented, photographs, etc.
  - Oversee the Agency's annual breast cancer awareness T-shirt campaign, including design, budget, procurement, advertising, sales, inventory, and accounting
- Perform general office duties;



- Develop and implement processes, policies, or controls to ensure administrative practices, and any specific duties within this job description, are compliant, ethical, transparent, and fiscally responsible.
- Greet visitors, assisting the public, agency partners, volunteers, and candidates for employment
- Ensure an adequate inventory of office supplies, sourcing new inventory at the best possible cost
- File documents, reports, and correspondence, either hardcopy or electronic, in an organized fashion
- Maintain the office condition and arrange necessary repairs and/or maintenance
- Preserve confidentiality in the handling of sensitive, confidential, and/or HIPAA protected issues, documents, and written and oral correspondence
- Other duties as assigned by the Director

### **Supervision Given/Received:**

The Operations Commander reports to and is directed by the Director. The Operations Commander operates with minimal direct supervision and, therefore, must be able to work independently, exercise independent discretion and judgment, make critical decisions, and manage his/her time effectively.

This position does not regularly supervise others at the time of publication of this document. However, this position may supervise temporary employees or temporarily assigned employees in certain situations or special projects. As the Agency grows, additional administrative and office staff may be permanently supervised by this position.

### **Additional Position Attributes:**

- **Status:** Exempt (salaried), full-time
- **Compensation:** The starting salary is \$40,071/yr. An increase of 1.890% will be applied each year on the first paycheck following the employee's anniversary month, based on full-time years of service, in every year that years of service increases are funded at 1.890% for uniformed staff, provided the employee has a satisfactory performance review.
- **Location and Hours of Work:** Generally, the Office Manager is expected to work 8am-4pm, Monday through Friday at the JCESA building. However, schedule adjustments are expected to accommodate meetings, events, and special projects. The Office Manager is empowered to make appropriate adjustments to their schedule in consultation with the Director to ensure adequate office coverage during times that the Office Manager would not be present.