



JOB DESCRIPTION: OFFICE MANAGER

CLASSIFICATION PURPOSE

This exempt job classification is responsible for coordinating all administrative functions including accounts payable/receivable, payroll, and human resources; perform related work as required.

ESSENTIAL FUNCTIONS

The examples of functions listed in this job description are representative, but not necessarily exhaustive, of any one position in this job classification. Management may assign other functions not listed herein at its sole discretion.

- Coordinates administrative functions to ensure efficiency, customer service, and accountability;
- conducts accounting functions (e.g., enhancements billings, collections, invoice coding);
- participates actively in the planning and execution of company strategic and operational plan;
- develops standards and promotes activities that enhance operational procedures;
- coordinates customer support (e.g., Service Requests, Work Orders, and follow-up);
- manages annual budget and cash functions;
- performs a systematic review and analysis of special projects and keeps management properly informed;
- provides operations support (e.g., inventory, chemicals, tools);
- performs receptionist duties (e.g., customer calls, front desk, deliveries);
- maintains office files, supplies (e.g., apparel, cell phones, office equipment) and key performance indicators;
- develops proposals for Operations Manager;
- establishes and implements all internal accounting procedures and controls;
- keeps the financial books and related records on all company transactions and assets;
- maintains key performance indicators;
- prepares ad-hoc and monthly financial reports (e.g., Balance Sheet, income statements, P&L, cash flow);
- addresses vendor setups, authorizations, and problems;
- maintains the integrity of the data in the payroll system; coordinates facilities management;
- supports human resources (e.g., new hire paperwork, employee identification, state, and federal programs) and safety (e.g., SDS, training, injuries);
- performs purchasing tasks (e.g., places routine orders, collects receivers and matches them to PO);
- processes job contracts (e.g., start sheets, record keeping, termination);
- assists business development, shop (e.g., annual asset inventory, vehicle/equipment maintenance and repair, track equipment use), maintains phone system (e.g., purchase, extensions, address books, passwords, name assignments);
- performs administrative functions (e.g., record keeping, filing, documentation);
- ensures compliance with all federal, state & local corporate, payroll, sales and other applicable taxes; demonstrates leadership, initiative, and accountability at all times;
- can multi-task with short timelines and limited resources;
- is results oriented in all aspects of performance;
- establishes office operations, norms, and procedures;
- coordinates the IT function, all office equipment, and web site;
- manages relationships with vendors, service providers and business partners, ensuring that all items are invoiced and paid on time;
- completes and reviews various forms for accuracy, completeness, and compliance;
- performs data entry for payroll process, distributes paychecks, tracks employee data (e.g., vacation, sick leave, employee status);
- communicates effectively with field staff;
- keeps owner informed of all relevant operations issues;
- tracks equipment, tools, and vehicle inventory, preventative maintenance, and repair;
- demonstrates strong business ethics and integrity;
- utilizes computer skills, information technology, and MS Office applications effectively;
- provides excellent service (e.g., accurate, complete, and timely) to clients, work-site partners, and company staff in a courteous and efficient manner.

COMPETENCIES

- **Accounting:** Conducts accounting functions (e.g., enhancements billings, accounts payable/receivables, invoice coding); coordinates the payroll process; produces various accounting reports.
- **Results Oriented:** Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable, and relevant goals and takes efficient action to accomplish success.
- **Record Keeping:** Maintains all customer copy contract files, human resources paperwork, and payroll records to ensure compliance with local, state, and federal law; maintains documentation and tracks field resources (e.g., apparel, chemicals, office equipment); is well organized, accurate, and current.
- **Administrative Efficiency:** Demonstrates highly-efficient time management skills; adept at multi-tasking to accomplish goals; generates purchase orders; places orders for job and office materials; produces enhancements proposals; applies support systems to ensure safety and efficiency.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
- **Interpersonal Skills:** Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.

EDUCATION/EXPERIENCE

An example of the preferred education, training, and/or experience that demonstrates possession of the knowledge, skills, and competencies for this position includes: at least two (2) years of professional experience involving administrative support, office management, and organizational procedures.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the functions required by this job classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the functions of this job classification, on a case-by-case basis.

Frequent: sitting, time spent on the telephone, repetitive use of hands to operate computers, printers, and office equipment, standing, bending and stooping, twisting of waist side-to-side, turning and flexion of the neck, lifting and carrying objects weighing up to 50 pounds.

SPECIAL NOTES, LICENSES AND CERTIFICATIONS

Pre-employment: Incumbents must sign the Confidentiality, Non-disclosure, and Non-solicitation Agreement prior to their first day on the job.

License: A valid driver's license is required at the time of hire. Incumbents may be required to provide a 3-year driving record from the DMV. Employees in this job classification may be required to use their own vehicle.

Language: Though not required, bilingual English and Spanish skills are desirable.

Certifications: Though not required, possession of a Certified Notary Credential is preferred.

Working Conditions: Work is predominately in an office environment with associated noise, space, and computer screen exposure.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates may be subject to a background investigation and/or drug test.

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

KEY PERFORMANCE INDICATORS

The Key Performance Indicators for this position will be specified at the time of appointment.