



## *JOB DESCRIPTION*

---

**POSITION:** Office Manager  
**DEPARTMENT:** Operations  
**REPORTS TO:** General Manager  
**CLASSIFICATION:** Exempt  
**APPROVED BY:** Chief Operating Officer  
**APPROVED DATE:** 9/18/2017

---

### **Summary**

The Office Manager supports company operations by maintaining office systems and supervising staff. Provides team members with the appropriate training, tools, direction and motivation to enable their success as well as interacting directly with customers.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintains the customer service and service departments by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Keeps management informed by reviewing and analyzing special reports and summarizing information
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintains office services by organizing office operations and procedures
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement
- Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
- Plan and coordinate administrative procedures and systems to streamline processes
- Monitor and implement company policy as well as guide the teams' actions by developing and enforcing company policies and procedures.
- Monitor inventory of office supplies and oversee facilities service, maintenance activities and tradespersons

- Ensures the delivery of exceptional customer service
- Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.

### **Competencies**

- Communication Proficiency
- Leadership
- Organizational Skills
- Customer/Client Focus
- Time Management
- Ethical Management
- Technical Capacity
- Teamwork Orientation

### **Supervisory Responsibility**

This position manages employees and is responsible for the performance, management, rewarding and disciplining employees, addressing complaints and resolving problems, and provides valuable input on the hiring and retention of employees within that department.

### **Work Environment**

This job operates in a large room with own cubicle space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is regularly required to stand or sit and move about the facility.

### **Position Type/Expected Hours of Work**

This is a full-time position, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

### **Travel**

Travel is primarily locally during business day, although some travel to the corporate office and other business related travel may be expected.

## Required Education and Experience

- High School Diploma or equivalent
- 3+ years of office management experience

## Abilities:

- Ability to successfully manage multiple projects simultaneously.
- Strong team player with the ability to manager and direct the work of others.
- In-depth understanding of office management procedures and department policies
- Strong organizational skills and can establish priorities in a fast-paced environment.
- Ability to handle confidential information in a discreet, professional manner and exercise discretion.
- Strong communication skills both verbal and written required.
- Proficient with Microsoft office suite of products (Word, Excel, etc) as well as accounting software.
- Strong interpersonal skills with the ability to establish and maintain good working relationships with all levels of the organization.

## Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## Signatures

This job description has been approved by all levels of management.

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_