
JOB DESCRIPTION: OFFICE MANAGER

CLASSIFICATION PURPOSE

This exempt position is responsible for coordinating all administrative functions to ensure internal efficiency, as well as providing ongoing departmental support (e.g., facilities, business development, operations) and addressing customer service issues; 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.

- Thoroughly understands, implements, and ensures compliance with company policies, guidelines, and standard operating procedures (SOPs);
- oversees all Accounting functions (e.g., QuickBooks, Accounts Receivable, Accounts Payable, invoices, payroll);
- addresses all information technology issues;
- prepares tax items for tax accountant;
- manages PTO, employee files, and medical benefits;
- enters check payments and credit card payments;
- manages vendors, W-9 Forms, and insurance certifications;
- assists in the development and implementation of the company's strategic plan, annual budget goals, and business development plans;
- develops and implements the company's training goals for their department;
- oversees all administrative functions;
- dispatches work for maintenance crews and communicate with crews regarding this work;
- records and handles all customer complaints and damage cases;
- maintains schedule identified in office checklists;
- ensures Accounting Department receives all paperwork and information from the field on a timely basis;
- ensures that job-cost reports are completed on a timely basis and disseminated appropriately;
- conducts New Employee Orientation sessions;
- keeps owner informed and current regarding all pertinent details in their department;
- performs day-to-day administrative tasks such as maintaining information files and processing paperwork;
- purchases, distributes, and stores supplies;
- analyzes internal processes and recommends and implements procedural or policy changes to improve operations, such as supply changes or the disposal of records;
- coordinates administrative functions to ensure efficiency, customer service, and accountability;
- supports company safety program (e.g., OSHA record keeping, workers compensation, vendor management)
- processes job contracts (e.g., start sheets, record keeping, termination);
- files preliminary notices; handles contract review, modification requests and negotiations;
- supports contracts for all departments;
- renews licenses (e.g., contractor's licenses, QAL, pesticide licenses, restricted materials permits, filings/licenses, and annual statements of information);
- maintains office files and key performance indicators;
- coordinates customer support (e.g., contracts, bonds, insurance); provides operations support (e.g., pesticide reports, field executives, managers' meetings);
- supports fleet management program (e.g., DMV registration renewals, smog completions, traffic tickets, impounds, enrolls new vehicles in Permanent Fleet Registration and tracks them accordingly);
- prepares correspondence and proofreads documents;
- provides operations support (e.g., inventory, chemicals, tools);
- assists facilities management;
- performs basic purchasing tasks (e.g., places routine orders, collects receivers and matches them to PO);
- 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);
- performs administrative functions (e.g., record keeping, filing, documentation);
- completes and reviews various forms for accuracy, completeness, and compliance; tracks employee data (e.g., I-9, vacation, sick leave, employee status);
- works with company software, Microsoft office suite, and standard office equipment; and
- 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.
- **Decision Quality:** Consistently makes effective, timely, and sound decisions; solicits information from multiple sources prior to making a judgment; addresses goals, resources, and intangibles; considers implications and contingency plans associated with all decisions.
- **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; applies support systems to ensure safety and efficiency.
- **Human Resources:** Coordinates staffing, training, benefits, and performance management; approves all paperwork; complies with all human resources procedures and employment laws; views employees as assets.
- **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 five (5) years of professional experience involving office management, contract administration, and organizational operating 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, which must be maintained throughout employment in this job classification, is required at the time of appointment.

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.