

**Job Description**

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| **Job Title** | **Office Manager** |
| **Department/Program** | **Administration** |
| **Location** | **Derby** |
| **Supervisor** | **Michelle Chiappetta** |
| **Classification / FLSA Status** | **Exempt Grade: 5** |

 **Integrity • Collaboration • Quality • Compassion • Dedication**

**Job Summary**

The Office Manager is responsible for the efficient day-to-day operation of our front office/reception area at two locations and manages a team of support staff. This person must be energetic, have a personable temperament and be flexible and resourceful to handle a variety of situations in a fast-paced office setting. They must ensure we optimize operational efficiency and create a pleasant environment for both clients and staff. The Office Manager ensures security, integrity and confidentiality of client data.

**Job Responsibilities**

* Allocates and oversees the front office work of all office employees to ensure they work productively.
* Interviews and trains new front office employees. Evaluate staff performance.
* Ensures top performance of front office staff by providing them adequate coaching and guidance.
* Fosters positive client relations and addresses client concerns and complaints respectfully
* Assesses the accuracy and thoroughness of client records.
* Creates and maintains the front office training and procedure manual.
* Facilities management including supervising maintenance and housekeeping personnel, managing facility issues that arise-ex. Basement flooding , snowplowing contracts, landscaping
* Ensures appliances and other general office equipment (copy machine, postage machine) are in good working order.
* Serves as the point person for receiving deliveries, mailing, shipping, running occasional errands.
* Manages/Delegates the ordering of general office supplies including copier ink, kitchen and restroom supplies, water cooler, etc. Ensures cost comparison done quarterly.
* Manages phone system updates
* Triages weekend calls to Harmonia via Agency phone regarding client needs. Assisting clients when possible.
* Responsible for managing Harmonia Fundraising Software
* Assist HR with placing job ads -within budgetary guidelines
* Customer satisfaction job surveys
* Assist with Clinical director mental health program projects
* Other duties or projects as assigned by supervisor

**Compliance and Values**

* All employees are expected to obey all laws and regulations governing our Agency and to be accountable for compliance at all times.
* As one of a few people who interacts with employees at all levels of the organization this person builds the tone of our office environment and culture. It is important they emulate a commitment to Agency core values and our mission. Reliable, honest and functions with high integrity, compassion and dedication to clients, teammates, and executive level management

**Education and Experience**

* **Prefer an Associate degree with a minimum of three years’ experience.**
* **High School diploma or GED with a minimum of five years’ experience.**
* **Proficient with Microsoft Office applications**
* **Understanding of medical insurance, collection of copays and deductilbes**

**Essential Functions**

**These essential functions are not synonymous with all the functions of this job.**

* **Remain in a stationary position usually sitting or standing for prolonged periods of time.**
* **Must be able to communicate telephonically.**
* **Moving about to accomplish tasks or moving from one worksite to another.**
* **Lifting and moving objects up to 25 pounds in all directions—twisting, turning, bending, etc.**
* **Repeating motions may include the wrists, hands and fingers.**
* **Ascending or descending stairs, ramps and the like.**
* **No adverse environmental conditions expected.**

GENERAL SIGN OFF: The employee is expected to adhere to all agency policies. This job description is not designed to cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the organization.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Five Factors Rating

Education/Experience
Decision Making
Management Level
Communication Type
Communication Level

Filename: Job Description. Office Manager