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| --- | --- | --- | --- |
| Job Title: | Office Manager | Status: | Exempt |
| Department/Group: | Administration | Travel Required: | Yes |
| Position Reports to: | General Manager / President | Position Type: | Full-Time |
| Salaried / Hourly: | Salaried |  |  |
| Reporting Positions: | Administrative Assistant, Bookkeeper | | |
|  |  |  |  |
| **Approved By:** |  | **Date:** |  |
| **Updated By:** |  | **Date:** |  |

**Position Summary / Purpose**

Provide support to management in the form of orchestration of administrative functions. Oversee basic bookkeeping functions including invoicing, accounts receivable and accounts payable.

Help retain customers by providing emotional gratification through follow up contact with them and through the accurate transcription of customer information.

**Principle Duties and Responsibilities**

* Answer phone and handle incoming calls
* Type estimates
* Type business correspondence
* Prepare work orders
* Direct and coordinate all aspects of the company administrative and bookkeeping functions
* Supervise administrative and bookkeeping positions, clearly communicating responsibilities and expectations, job performance. Arrange appropriate training and development as needed
* Accurately invoice customers
* Complete inner office documentation
* Data entry using company approved computer software
* File paperwork
* Collect Accounts Receivable
* Prepare bank deposits
* Prepare and deliver documents to collection agency for liens, collections and small claims processing

**Additional Duties and Responsibilities**

* Respond to client account inquiries in a timely and professional manner
* Provide backup support to invoicing, accounts receivable and accounts payable functions
* Basic office machine maintenance
* Coordinate technology resources for the company (cell phones, computers, tablets, printers)
* Operate standard office equipment (fax, printer, 10 key calculator)
* Make deliveries to and from Post Office

**Decision Rights and Authority**

* Prepare annual budget for administration department
* Source and purchase all standard office supplies, manage inventory levels of supplies and determine vendors

**Working Relationships and Scope**

* Provide support to other departments by assisting with development of presentations or other formal written materials, coordinate activities associated with organizing events conducted or sponsored by the company and assist with the development of new policies and procedures
* Provide first-level IT support to all areas of the company, troubleshooting hardware and software problems and other office equipment issues
* Participate in weekly staff meetings and regularly scheduled management meetings

**Performance Competencies**

* Oral Communication – the individual speaks clearly and persuasively in positive or negative situations. Effective in one-on-one, small and large group situations. Adaptable and able to think on his/her feet.
* Written Communication – Writes clear, precise, well organized letters, proposals and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.
* Team Building – Achieves cohesion and effective team spirit with peers and subordinates. Able to build a cohesive office staff balancing short-term and long-term needs. Sustains a climate characterized by open, honest relationships where differences are constructively addressed rather than ignored, suppressed or denied.
* Planning & Organizing – Understands the strategic direction of the organization, understands the implications for the Administrative functions and fit with the other departments. Coordinates plans with other managers and executives.
* Adaptability – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent changes, delays or unexpected events.
* Dependability – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
* Technology – the individual regularly uses standard word processing, spreadsheet and presentation software tools to enhance efficiency and accuracy of work performed and is capable of providing routine troubleshooting and user support for software and hardware used in the office environment.

**Qualifications - Knowledge, Skills and Abilities**

* Education and Experience

Associates (2-year) degree in accounting or business-related field with a bachelor’s degree (4-year) preferred. Minimum of 3 years of broad bookkeeping experience and office supervisory responsibility.

* Bookkeeping, Accounting and Financial Reports

Understands bookkeeping and accounting principles and content of financial reports: Profit & Loss, Balance Sheet and Cash Flow. Understanding of budgeting.

* Mathematical skills

Strong math skills. Ability to compute rate, ratio and percentages and to interpret financial reports and analyze performance against business plans and industry benchmarks.

* Computer skills

Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Office, Word and Excel. Experience with Xactimate software is a plus.

* Certificates, Licenses and Registrations

None required for this position

**Physical Demands**

*The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds.

**Working Conditions**

* This work of this position is predominantly carried out in an office environment. Daily exposure to the shop where vehicles and equipment are housed and maintained is expected.
* Noise level in the work environment is usually quiet

**EMPLOYEE POSITION ACKNOWLEDGMENT**

I have read and understand the duties and responsibilities of my position as Office Manager.  
I have been provided with a copy of the company’s Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

**SIGNATURES OF ACCEPTANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| Signing on behalf of this position and agreeing to accept all its accountabilities is: | | | |
|  | Date |  |
| Signing on behalf of the Manager’s position and agreeing to accept all its accountabilities is: | | | |
|  | Date |  |