**Directions: This document is meant to be edited by each company to suit its needs.**

1. **Insert your logo in the header.**
2. **Go through the entire document, adding and deleting elements to fit your needs.**
3. **At the drop-down sections, choose items appropriate to your company – delete lines not needed or add lines where needed. Only include items required for the job.**
4. **Fill in the physical requirements chart based on your expectations.**
5. **Delete these instructions before printing.**

**Position Title: Office Manager**

**Position Purpose and Objectives**

An office manager is responsible for all office administration, reception and assistance as required by the president/CEO and other office personnel.

* Ensure office coverage
* Maintain excellent communication with clients
* Ensure company administrative needs are met
* Ensure finances are kept up to date

**Department: Administration**

**Department Supervisor: X**

**Direct Supervisor: Owner/CEO/President/General Manager**

**Direct Reports: Administrative staff**

**Employment Status:  Exempt (salaried) or  Nonexempt (hourly)** (Check one)

**Specific Duties, Functions and Responsibilities**

* **Supervise, schedule and train staff for adequate office coverage** 
  + Supervise all administrative staff
  + Handle administrative duties
  + Recommend hiring and dismissals of administrative personnel when necessary
  + Ensure administrative personnel are trained in skills necessary to meet expectations
* **Human resource management**
* Maintain accurate files on all company employees, including employment documentation, performance reviews and training records
* Manage employee benefits
* **Prioritize customer needs regarding office experiences, whether in person or by phone, email or some other method**
* Prioritize and train others to prioritize customer service
* Ensure all office personnel answer phones and other correspondence professionally and efficiently
* Return correspondence within \_\_\_\_\_ business hours
* **Manage the office, including supplies and upkeep**
* Assume responsibility for all office equipment in working order
* Maintain stock of office and common area supplies
* Manage cleaning service
* Responsible for ensuring office closing
* Ensure voicemail, email and website notifications regarding office hours, holidays and other relevant information are up to date
* **Serve company personnel as needed**
* Prepare bid documents, sales packets and other customer-facing materials
* Arrange travel, meetings and other events as need arises
* Register company personnel for training as requested
* **Finances and administration, including accounts receivable, accounts payable, payroll and billing**
* Bookkeeping
* Billing
* Accounts receivable
* Accounts payable
* General ledger
* Timesheets
* Payroll
* Manage tax filings
* Contract documents
* Insurance certificates

**Required Knowledge, Skills and Abilities**

**Work Skills – Office managers must manage multiple ongoing projects and priorities with professionalism and accuracy.**

**Work preferences** – should enjoy unpredictability and problem solving

**Effective communication** – the ability to convey information, concepts and concerns to people with differing communication styles

**Language skills** - Ability to read, analyze and interpret written instruction and work-related documents

**Oral communication**

* Choose an item.
* Choose an item.

**Written communication**

* Choose an item.
* Choose an item.
* Choose an item.

**Mathematical skills** - the ability to perform relevant to level of service

Add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions and decimals

**Technology** – the ability to use phones, tablets and other technology tools; Internet, project management, spreadsheets, word processing, estimating and accounting

**Safety and security**

* Choose an item.
* Choose an item.
* Choose an item.

**Cost consciousness**

* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.

**Planning/organizing** – prioritizes and plans work activities; organizes or schedules service department employees and their tasks

**Relational Interaction – Office managers must exhibit the ability to manage work flow, staff and customer relationships.**

**Customer service**

* Choose an item.
* Choose an item.
* Choose an item.

**Problem solving**

* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.

**Company approach** – must be able to build and develop productive working relationships with other personnel

**Supervision** – coaches staff members; seeks to develop supervisory skills

**Leadership, Management and Teamwork - Office managers must exhibit the ability to work well with others within a company system.**

**Leadership** – motivates others to perform

* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.

**Management** – ability to juggle schedules, details and outcomes

* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.

**Teamwork** – ability to work with others in order to accomplish goals

* Choose an item.
* Choose an item.
* Choose an item.
* Choose an item.

**Education and Experience**

Essential

* High school diploma or equivalent
* X years of general office experience
* English fluency
* Ability to use and learn business technology
* Working knowledge of Microsoft Office
* Experience with accounting and payroll skills and software
* Ability to work occasional overtime
* Notary Public

Preferred

* Bilingual fluency
* Valid driver’s license
* Specialized training, such as, accounting, business management, legal

**Physical Requirements**

**These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Never** | **Intermittently** | **Occasionally** | **Frequently** | **Constantly** | **Activity** | **Never** | **Intermittently** | **Occasionally** | **Frequently** | **Constantly** |
| Bending |  |  |  |  |  | **Lifting (lbs.)** |  |  |  |  |  |
| Kneeling |  |  |  |  |  | 1-10 |  |  |  |  |  |
| Twisting/turning |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Crouching |  |  |  |  |  | 21-50 |  |  |  |  |  |
| Crawling |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Walking on a level surface |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Walking on an uneven surface |  |  |  |  |  | **Carrying (lbs.)** |  |  |  |  |  |
| Climbing stairs |  |  |  |  |  | 1-10 |  |  |  |  |  |
| Climbing ladders |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Carrying ladders |  |  |  |  |  | 21-50 |  |  |  |  |  |
| Reaching above |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Using arms |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Using wrists |  |  |  |  |  | **Pushing**  **(lbs.)** |  |  |  |  |  |
| Handling/fingering |  |  |  |  |  | 1-10 |  |  |  |  |  |
| \* Grasping |  |  |  |  |  | 11-20 |  |  |  |  |  |
| \* Squeezing |  |  |  |  |  | 21-50 |  |  |  |  |  |
| **Vision** | **Yes** | **No** |  |  |  | 51-75 |  |  |  |  |  |
| Close |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Distant |  |  |  |  |  | **Pulling**  **(lbs.)** |  |  |  |  |  |
| Color |  |  |  |  |  | 1-10 |  |  |  |  |  |
| Peripheral |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Depth |  |  |  |  |  | 21-50 |  |  |  |  |  |
| **Endurance** |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Repetitive Foot Motion |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Standing |  |  |  |  |  | **Environment** |  |  |  |  |  |
| Walking |  |  |  |  |  | Inside |  |  |  |  |  |
| Sitting |  |  |  |  |  | Outside |  |  |  |  |  |
| Keyboarding |  |  |  |  |  | Heat |  |  |  |  |  |
| **Tool Use** |  |  |  |  |  | Cold |  |  |  |  |  |
| Hand tools |  |  |  |  |  | Dust |  |  |  |  |  |
| Power |  |  |  |  |  | Noise |  |  |  |  |  |
| Drivers |  |  |  |  |  | **Drive** |  |  |  |  |  |
| Forceful grip |  |  |  |  |  | Automatic |  |  |  |  |  |
| Metal brake |  |  |  |  |  | Standard |  |  |  |  |  |
|  |  |  |  |  |  | Forklift |  |  |  |  |  |