

## **JOB DESCRIPTION**

**JOB TITLE: Office Manager (6615)**

### **Job Summary:**

Coordinates and supervises activities of clerical personnel in the office. Directs and oversees data collection for program needs and develops and revises various forms used in the operation of the program. Performs secretarial duties for the administrator and other functions as required.

### **Essential Job Functions:**

- ▶ Analyzes and organizes office operations and procedures for the purpose of accuracy and efficiency of work flow.
- ▶ Coordinates schedules of clerical staff to maintain clerical support and coverage for various sites.
- ▶ Trains staff in data collection requirements to maintain current data on participants and staff.
- ▶ Formulates procedures for record keeping to protect, retrieve, transfer, and dispose of records in a HIPAA compliant manner.
- ▶ Develops/maintains office equipment and supply inventory to maintain adequate office equipment and supplies.
- ▶ Reviews clerical records and data collection to maintain accuracy, timeliness, and completeness of records and data collection.
- ▶ Establishes standards and procedures for clerical staff to maintain consistency and correctness in the performance of clerical duties.
- ▶ Supervises clerical staff to maintain clerical support and quality of staff.
- ▶ Addresses complaints from staff and participants to resolve problems of staff and participants.
- ▶ Recommends office layout and cost reduction methods to establish a positive working environment and ensure the program operates efficiently.
- ▶ Interviews and greets callers and visitors.
- ▶ Maintains records and files.
- ▶ Prepares/composes reports, schedules, correspondence, flyers, certificates, bulletins, calendars, brochures, transparencies, and county office forms.
- ▶ Screens and routes correspondence and mail.
- ▶ Translates correspondence, memoranda, agendas, reports, and other material in English and Spanish.
- ▶ Makes arrangements for meetings, conferences, workshops and business trips.
- ▶ Performs other duties as necessary for the purpose of facilitating program needs.

### **Skills, Knowledge and/or Abilities Required:**

- ▶ **Knowledge of:**
  - micro computer systems, networks, modems, electronic mail systems, data base systems, and spreadsheets;
  - inventory systems and setting up of control systems;
  - office operations and procedures;
  - record keeping procedures;
  - correct English word usage, spelling, grammar and punctuation;
  - Tulare County Office of Education policies and procedures;
  - HIPAA & FERPA regulations desired;
  - Medi-Cal billing desired;
- ▶ **Skills to:**
  - takes notes (either by machine transcription, shorthand, computer or by composing a letter from draft form);
  - Type at a speed of 50 net words per minute from clear copy;
  - operate computers, typewriters, calculators, copiers efficiently;
  - compute rate, ratio, and percent and to create and interpret spreadsheets;
  - add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals;
  - write speeches and articles for publication that conform to prescribed style and format;
  - train staff in the use of new computer systems and data collection systems;
- ▶ **Ability to:**
  - effectively present and communicate information to top management, public groups, and/or boards of directors;
  - respond to complaints or inquiries from participants, staff and members of the community;
  - solve practical problems and deal with a variety of situations where only limited information exists;
  - work effectively with other departments and agencies;
  - maintain data bases and inventory systems;
  - use computers to update and create correspondence, retrieve financial information, use electronic calendars, store and retrieve documents and other word processing applications;
  - understand, interpret and apply federal, state, local and county office policies, procedures, laws and regulations;
  - perform secretarial work with speed and accuracy;
  - work flexible hours;
  - read, speak, and write Spanish fluently including translating from English to Spanish and Spanish to English.

### **Experience Required:**

- ▶ Five years of progressively responsible experience in managerial or administrative systems which includes supervision of staff.

### **Education Required:**

- ▶ High school diploma or the equivalent.
- ▶ Bachelors Degree in business administration, or related field, preferred.

### **Licenses, Certifications, Bonding, and/or Testing Required:**

- ▶ Valid California driver's license and proof of automobile insurance.
- ▶ Typing certificate verifying 50 net words per minute from clear copy.

**FLSA Status:** Exempt

September 2012

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.