

# Office Manager

Dept: Emergency Services

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate skilled technical work preparing and processing payroll, accounts payable and other financial records, monitoring budgets and contract administration, and related work as apparent or assigned. Work is performed under the general direction of the Emergency Services Director.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Prepares and processes payroll and data entry.
- Prepares and monitors financial and budgetary data for emergency services.
- Prepares and processes invoices for payment.
- Completes purchases for the department.
- Administers contracts.
- Establishes, monitors and updates various files, records and reports.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of the principles and practices of accounting procedures; thorough knowledge of accounts payable policies, practices and procedures; thorough knowledge of bookkeeping terminology and methods; general knowledge of business English and spelling; ability to operate a variety of accounting, office and data entry equipment; ability to type at a reasonable rate of speed; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to communicate effectively in oral and written forms; ability to establish and maintain effective working relationships with senior citizens, associates, coordinating agencies and the general public.

## Education and Experience

High school diploma or GED and one to three years experience working in a business office with progressive experience, in accounting, or equivalent combination of education and experience. Associates/Technical degree preferred.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing and repetitive motions, frequently requires using hands to finger, handle or feel and reaching with hands and arms and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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## Special Requirements

- Emergency Medical Dispatch (EMD) certification preferred.
- CPR/First Aid certification.

## Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date