



POSITION DESCRIPTION: OFFICE MANAGER
POSITION STATUS: NON-EXEMPT
PAY RANGE: MIN: \$33,655 MID: \$37,879 MAX: \$43,912
DIRECT REPORT: EXECUTIVE DIRECTOR

GENERAL PURPOSE

Under general supervision, performs a variety of professional, technical and administrative activities to support the functions of the District; manages special projects and assists with program management; duties may vary according to work assignment. Ensure the orderly operation of the offices and works with all District staff on requests for assistance, office equipment, office products, etc.

PRIMARY DUTIES AND RESPONSIBILITIES

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Manages the day-to-day operations of the office activities (e.g. ordering supplies, management and scheduling maintenance of office equipment, logging employees Paid Time Off, etc.).
- Works with the Executive Director on the routine maintenance needs of the District Office (aka Environmental Education Center), including monitoring, procuring and scheduling custodial services, facility repairs, routine maintenance services, etc.
- Collects financial, technical and administrative information and compiles data for reports; updates and corrects operational and statistical database; prepares and submits financial and technical reports as required.
- Manages special projects as directed; conducts research, collects and consolidates data, and compiles findings; validates and analyzes data, and recommends solutions.
- Investigates and resolves concerns and problems of Lake County residents, businesses, schools and organizations (aka "customers") and staff.
- Coordinates information and assures effective communications between departments; clarifies and reconciles issues relating to department functions, budgets and procedures.
- Complies with requirements outlined in the HR Manual and SOPs developed to provide general guidance for operational behaviors and expectations of performance.
- Resolves problems and customer service inquiries within scope of authority; provides advice and assistance to and external agencies.
- Composes correspondence and other documents on a wide variety of subjects requiring knowledge of the programs, services and policies of the assigned Department; creates, develops and processes technical documents and other communications.
- Provides and explains technical and financial information to customers, external agencies and District staff and management.
- Maintains calendars, schedules meetings and appointments; prioritizes and resolves complex meeting schedules; prepares meeting agendas and presentation materials; takes and transcribes meeting minutes, and prepares summaries as required.
- Performs and coordinates a wide range of technical, analytical, and administrative duties.
- Answers phones, transfer calls and takes messages.
- Assists with duties related to the ReUz Room, including checking people in, separating materials and organizing them on the shelves, assisting customers with finding requested materials, improving the overall function of the ReUz Room Program, preparing reports/surveys, etc. to determine the benefits and financial viability of the ReUz Room program.
- Assists, if needed, with Education Program (teaching, preparing materials, etc.).
- May supervise and review the work of office staff.

JOB DESCRIPTION
Office Manager

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Business Administration, Public Administration, Environmental Studies, Education, or related field; and four (4) years administrative experience, including experience in a managerial capacity; and appropriate certification within six months of hire; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Necessary Knowledge, Skills and Abilities:

- Knowledge of research, analysis and project management methods.
- Knowledge of general teaching techniques and principles (specifically related to Office software).
- Skilled in all Office 365 or similar software products (e.g. EXCEL, Word, Outlook, PowerPoint, Acrobat, etc.).
- Skilled in typing proficiency, minimum score of ≥40 WPM.
- Skilled in developing EXCEL spreadsheets for Budgeting, Accounts Receivable and Payable, data analysis, etc.
- Skilled at developing PowerPoint presentations for staff is preferred.
- Skilled at operating general office equipment (e.g. Copier/Scanner/Fax combination, Computer, postal machine, phone systems, etc.)
- Ability to make accurate arithmetical calculations.
- Ability to analyze and interpret statistical data and present findings in a clear and concise manner.
- Ability to develop and implement a budget.
- Ability to interpret and explain rules, regulations and policies relating to solid waste programs.
- Ability to communicate effectively, both orally and in writing.
- Ability to lead and manage cross functional teams and/or work groups and programs bringing in the expertise from other District staff members or external expertise to work or solve issues relating to material management programs.
- Ability to establish and maintain effective working relationships with customers, contracted agencies and workers, other employees, supervisory personnel and the public.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Ability to operate a light duty pick-up truck, SUV or other motorized vehicles utilized in District operations.
- Ability to work independently and collaboratively.
- Ability to lift materials less than or equal to 30 pounds.
- Ability to pass background check.

Special Requirements: Indiana Driver's License

Physical Demands / Work Environment: Primary duties are performed in a general office environment; however, activities, including but not limited to the following: assisting with outdoor or off-site educational activities and/or special events in the Education Center field or off-site; may involve exposure to adverse weather conditions; and attend Board of Director meetings for purposes of taking meeting minutes. Weekend and evening hours maybe required.

Reports To: Executive Director

Supervision Exercised: Office support staff (if applicable)

FLSA Status: Non-Exempt

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I HAVE REVIEWED AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND REQUIREMENTS OF MY JOB DESCRIPTION.

Employee Name (Printed)

Employee Signature

Date

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.