

## OFFICE MANAGER

Primary Purpose: This position is responsible for overall front office activities, including the reception area and some office supply request to ensure that the office runs smoothly. Responsible for directing clerical staff and seeing that their jobs are done efficiently. Perry County Health Department is an equal opportunity affirmative action employer, as well as an at will employer. All services are provided on a nondiscriminatory basis.

**This description may not include all of the duties, knowledge, skills or abilities associated with this classification.**

**Supervision:** Under the general supervision of the Director

### **Description of Work:**

Essential Functions-

- \*Maintain and replenish supply inventory
- \*Verify receipt of supply
- \*Organize the office layout
- \*Maintain working knowledge of safety policies and ensuring they are observed
- \*Promoting staff development and training
- \*Provide complex administrative assistance as assigned
- \*Manage filing systems.
- \*Transfer, store and dispose records according to retention schedules and policies
- \*Update and complete annual inventory of Perry County Health Department by March 1st of each year.
- \*Maintain the condition of the office and report needed repairs to the Director
- \*Oversee the maintenance of office equipment, including posting office closure for holidays, phone recorded messages, copiers and fax machines.
- \*Responsible for the front office day to day operations, including opening and closing of office; unlocking, locking and securing windows, fees and vital records funds are open and secured.
- \*Manage and assist with reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image.
- \*Train subordinate staff in the work principles, policies and procedures to maintain and/or improve the production levels.
- \*Assign and direct the work activities of clerical staff.
- \*Consult and confer with Director to identify work related problems, impact and formulate possible solutions.
- \*Perform customer service functions; respond and resolve complaints with acknowledgement from the Director.
- \*Perform other related work as assigned

**QUALIFICATIONS REQUIRED:**

- \*Valid drivers license
- \* Must be able to communicate effectively verbally and in writing.
- \*Must have strong customer service skills.
- \*Must maintain confidentiality of sensitive information.
- \*At minimum High School diploma or GED.
- \*Prior experience and/or college related courses.

**ABILITIES:**

- \*Ability to understand and possess a working knowledge of safety policies and ensuring they are observed.
- \*Ability to implement and promote equality and diversity policy.
- \*Ability to write reports for senior management and delivering presentations.
- \*Ability to utilize a range of office software, including email, spreadsheets and databases.
- \*Ability to provide complex administrative assistance as assigned.
- \*Ability to exercise independence in decision making based on knowledge of agency operations, policies and procedures.
- \*Ability to receive general supervision from the Director who makes assignments based on desired objectives and reviews work for achievement of results
- \*Ability to establish and maintain effective courteous working relationships with staff, management of Perry County Health Department and the public.
- \*Ability to communicate discretely.
- \*Ability to maintain confidentiality.
- \*Ability to work with a wide variety of people and remain objective.
- \*Ability to function effectively in stressful situations.
- \*Ability to work as a member of a team in carrying out Perry County Health Department's mission statement and philosophy.
- \*Ability to perform the essential functions of the job without posing a direct threat to Perry County Health Department and the safety of others.

**PHYSICAL REQUIREMENTS:**

- \*Perform bending and reaching to both ground and overhead.
- \*Perform standing and sitting.
- \*Carry up to 15 pounds, periodically.
- \*Hold and grip objects; use of mouse and keyboard.

**WORKING ENVIRONMENT:**

- \*Primarily indoor with heating and cooling regulated in a general office environment.
- \*May be subjected to extreme levels of noise.

**MISCELLANEOUS REQUIREMENTS:**

- \*Must be able to work irregular hours as needed.