

PORTAGE COUNTY VETERANS SERVICE COMMISSION

TITLE: **Office Manager**

JOB OBJECTIVES: The incumbent oversees daily office operations and is responsible for accounting activities and coordinates office staff activities as necessary to ensure accomplishment of daily work requirements. The incumbent works with the Director on special projects. The incumbent reports to the Director.

ESSENTIAL JOB FUNCTIONS:

- Paying financial assistance awards and office bills using established Purchasing Department and County Auditor rules and procedures;
- Preparing financial reports for commission meetings;
- Completing reports regarding expenses, IRS information, office and commission activities, affirmative action, compensated absences, purchase orders, etc.;
- Monitoring records retention activities;
- Assisting the Director with research and reporting projects including the development of databases, spreadsheets and reports;
- Ordering office supplies.

NON-ESSENTIAL JOB FUNCTIONS:

Performs related Essential and Non-Essential functions as needed. Coordinates backup during Administrative Assistant/Benefits Support Clerk absences.

- Greeting clients and answering and directing telephone calls in a courteous manner;
- Scheduling transportation;
- Screening clients and scheduling appointments;

I. JOB REQUIREMENTS

Equipment: Incumbent operates the following equipment: computer, scanner, printer, copy machine, adding machine, and fax machine.

Critical Skills/Expertise:

- Ability to communicate effectively, both orally and in writing;

- Ability to organize and oversee multiple projects;
- Knowledge of interviewing, research, negotiation and counseling techniques.

Job Standards: High School diploma plus two years of higher education preferred. Previous experience in office management helpful. Experience dealing with the public helpful. Must have a valid driver's license and meet the county's current vehicle use requirements. Must be a veteran or the spouse or child of a veteran.

II. DIFFICULTY OF WORK

Work consists of moderately complex established tasks and processes using guidelines, manuals, handbooks and internet assets.

III. RESPONSIBILITY

Incumbent prioritizes tasks on a daily basis and is responsible for completing initial data entry and file set-up for financial assistance claims. Incumbent helps the Director prepare for commission meetings by preparing and assembling files, reports and handouts. Incumbent develops and manages databases and spreadsheets as needed.

IV. PERSONAL RELATIONSHIPS

Incumbent has contact with co-workers, public and private sector employees, and the general public. The purpose of these contacts is to facilitate office operations, financial assistance payments, routine office bill paying, job searches, and budget counseling.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements: Incumbent performs sedentary work that may require the lifting of up to 25 pounds.

Physical

Activity: Incumbent performs the following physical activities: reaching, fingering, grasping, talking, hearing and repetitive motions.

Visual

Activity: Incumbent performs work where the seeing job is close to the eyes.

Job

Location: Incumbent works inside and is not exposed to adverse environmental conditions.