

**Job Description**

**Job Title: Office Manager**

**Reports To:** Executive Director

**Direct Reports:** None

**Effective Date:** 10/23/18

**Revision Date(s):**

**SUMMARY:**

This is an administrative position including general bookkeeping, payroll, accounts receivables and payables duties, providing administrative support to the Executive Director and other staff members as well as facility support and other special projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- **Office Management duties include:**
  - Receives and screens phone calls and routes to appropriate party.
  - Provides general support to visitors in secure facility.
  - Acts as point person for maintenance complaints, mailing, shipping, supplies and equipment receipt, copier codes and equipment usage, vendor personnel entry.
  - Responsible for maintaining office areas; efficient filing systems; orderly rooms; current files.
  - Ensures the security and integrity of confidential data, checks, building security cards, credit and fuel cards, financial records and employee information.
  - Maintains Outlook Calendar for scheduling meetings in the EOC/Training Lab/Conference Rooms.
- **Financial Responsibilities include:**
  - General bookkeeping, payroll, accounts payable and receivable duties using Quickbooks and Excel.
  - Prepares weekly bank deposit of miscellaneous cash receipts and 9-1-1 surcharge revenue checks following Executive Director's approval.
  - Electronic payment and submittal of information for federal 941 taxes and retirement benefits.
  - Electronic submittal of retirement information through administrator service – Ascensus.
  - Works with CPA for verification of internal accounting system records with CPA's financial records.
  - Assists the Executive Director in budget preparation and review of operating account budget for accuracy.
  - Provides specialized reporting and financial recordkeeping, analyzing and summarizing account information.
  - Time and attendance recordkeeping.
  - Revenue collection by reminding user Agencies of delinquent radio infrastructure and related invoices.
  - Assigns and maintains account numbering system for revenues and expenses.
  - Monthly/annual reporting compilation of Call Volume Statistics for Agencies.
  - Provides support to CPA, auditors, and Executive Director in preparation of annual external financial audit.
- **Administrative Support duties include:**
  - Recording minutes taken, and transcribed for publication of the monthly meeting of the Board of Commissioners.
  - Issuance of building security cards for Administration and Agencies via DSX alarm system.
  - Asset management/inventory of the District's fixed assets via Asset Keeper Software.
  - Liaison between the State of Louisiana's Division of Archives Records Management and history relative to Records Retention Laws.
  - Gathers information regarding the purchasing of new office equipment, vehicles, or facility services and makes recommendations to Executive Director for purchasing.
- **Facility responsibilities include:**
  - Oversee the maintenance of the building/office conditions and arrange necessary repairs. (Fire: wet and dry sprinkler systems; HVAC, lawn, locksmith, plumbing, janitorial, snack machines, etc.)
  - Maintain building maintenance records (sprinklers, back-flo preventer, boiler, fire extinguisher) as required by State Fire Marshall/City Inspector.

- **Special Project duties include:**
  - Plan in-house celebrations for National Telecommunicators Week, Retirement and Board Meeting Celebrations.
  - Organize all travel related procedures for Agencies/Staff to attend annual APCO Conference (hotel, registration, flights, transportation, per diem expenses).
- **Employee responsibilities include:**
  - Assist in the onboarding process for new hires.
  - Assist staff in purchasing equipment from various vendors after approval from the Executive Director.
  - Provide staff with and filing of all forms for payroll, audit, beneficiary, and tax requirements.
  - Quarterly billing requesting reimbursement to the District for employee personal long distance and cell phone usage.
  - Provide travel arrangements for Executive Director/staff as needed.
- **Additional requirements include:**
  - Bidsync in preparation of bid submittal for large capital outlay projects.
  - SAM – System for Award Management for doing business with the United States Government through the online system.
  - LaCat – Louisiana State Contract System
- Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

- None

**QUALIFICATION REQUIREMENTS:**

*To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.*

**Education and/or Experience:**

- High School diploma or equivalent required; (Office Administration Degree and General Business classes preferred);  
**and**
- Minimum of 3 years Office Management/Payroll experience required; **or**
- Equivalent combination of education and experience.

**SPECIAL REQUIREMENTS; LICENSE(S) AND/OR CERTIFICATION(S)**

- Prompt and regular attendance
- Professional attitude and appearance
- Participate in all mandatory job training and meetings
- Adhere to District policies and procedures and Employee Handbook
- Current and valid driver's license; good driving record; proof of auto insurance
- Overnight travel to attend meetings, conferences, etc.
- Willingness to work odd and irregular hours and be subject to call 24-hours-a-day, seven days a week.

**EQUIPMENT OPERATED:**

- General office equipment, Computer, Fax Machine, Copy Machine, Calculator, Postage Meter

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to accurately type at least 55 words per minute.
- Ability to operate personal computers with working knowledge of the Microsoft Windows software package, Quickbooks and Asset Keeper.
- Knowledge of payroll, bookkeeping and budgetary principles.
- Knowledge of accuracy in spelling, grammar and punctuation.
- Knowledge of various types of office equipment for copying, faxing, scanning, postage meters, recording equipment.
- Knowledge of Facility Management for coordinating services with plumbing, security, electrical, generator, HVAC, grounds keeping and custodial services.
- Good organizational skills and attention to detail.
- Ability to maintain confidentiality of business and financial matters and information related to the District, its' Board of Commissioners, citizens and employees.
- Ability to deal with the public safety agencies that utilize the District's systems/services, contractors, vendors, and the general public in a courteous, tactful and patient manner.

- Good interpersonal skills and ability to work as a team player with all levels of management and employees.
- Ability to communicate effectively and professionally verbally, in writing, and utilizing proper business telephone etiquette.
- Ability to work in a fast-pace, high-energy and demanding work environment.
- Good time management skills; multi-tasks skills; ability to prioritize and coordinate details and work with frequent interruptions.
- Ability to reason and use good judgment and ethical conduct.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.*

- This position works in a professional office environment.
- While performing the duties of this job, the employee is regularly required to sit; regularly use hands to handle, or feel objects, tools, or controls; and talk and hear. The employee is frequently required to stand, walk, and reach with hands and arms. Ability to climb two flights of stairs to access File room.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance and peripheral vision, color vision, and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

**SELECTION GUIDELINES:**

*Formal application, rating of education and experience; oral interview, reference and other background checks; job related tests may be required.*

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.

**Employee Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position, and has received a copy of this job description.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name (printed) \_\_\_\_\_

Employer's Representative (printed name): \_\_\_\_\_ Date: \_\_\_\_\_