
POSITION DESCRIPTION

POSITION TITLE:	Office Manager	FLSA STATUS:	Exempt
TEAM:	Operations	SALARY RANGE:	\$70,000 to \$90,000
REPORTS TO:	Chief Operating Officer	REVISION DATE:	08/2025

POSITION SUMMARY:

The Office Manager will organize and coordinate office administration and procedures to ensure organizational effectiveness, efficiency, and safety. The Office Manager is responsible for developing intra-office communication protocols, streamlining administrative procedures, and delegating tasks.

The successful office manager is an energetic professional who does not mind wearing multiple hats. Experienced in handling a wide range of administrative duties, strong support to the Chief Elected Official, and the ability to work independently with little or no supervision, the successful office manager is well organized and flexible and enjoys the administrative challenges of supporting an office in a hybrid/remote work environment.

POSITION RESPONSIBILITIES:

Board Administration

- Coordinates quarterly Board Meeting Cycles – including location reservations/invitation process/meeting minutes/Sunshine Act requirements
- Maintains LWDB Board memberships – including annual compliance forms
- Maintenance of Board subcommittee memberships and contact lists
- Compile Board and Committee agendas, including supporting documentation and summarizing approval items
- Take meeting minutes for all Committee and Board of Directors meetings
- Serves as liaison between CEO and Board of Directors to maintain up-to-date Board communication
- Organize and schedule meetings and appointments

Inventory & Purchasing

- Facilitate approval of invoices and credit card processes, and work closely with the Fiscal department to assist in operations
- Manage vendor contracts and renewals
- Organize office operations, procedures, and internal communications
- Establish a historical reference for the office by outlining procedures for protection, retention, record disposal, retrieval, and staff transfers
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved, and clerical functions are properly assigned and monitored

- Design and implement filing systems and ensure that the filing systems are maintained and current
- Establish and monitor procedures for record-keeping
- Ensure security, integrity, and confidentiality of data
- Oversee office procurement and purchasing, ensuring supplies are ordered and payment is made for all staff-related purchases
- Assist in the Request for Proposal (RFP) process, establishing timelines, coordinating the Review Panel, scheduling bidders conferences, scoring submitted proposals for accuracy, and communicating with interested vendors
- Assist with contract management establishing a process for contracts and oversight of contract requirements

Fiscal Support & Payroll

- Verify information on time sheets and employee mileage reimbursement requests for mathematical computation and adherence to corporate and regulatory policies on cost allocation to funds and grant programs
- Input hours and travel reimbursement information into payroll software
- Provide cash flow requirements for wages and taxes to the Fiscal team
- Assist with the notification to and the training of the organization's employees of applicable wage, hour, and withholding changes
- Manage relationships with vendors and service providers and ensure that all items are invoiced and paid on time
- Maintain, update, and distribute the template forms required for payroll, accounts payable, and billing
- Transmit pension and 401(k) data to pension administrator
- Review and distribute W-2 reports
- Distribute and verify employee leave accrual information
- Maintain a filing system of payroll wage and tax reports

Human Resources

- Serve as Human Resources (HR) contact responsible for recruitment, hiring, training and development, maintaining employee records, oversight of performance evaluation process, HR compliance, and any other HR-related duties
- Oversee the Personnel Policy and Procedure Manual, serving as the contact for questions and providing regular updates to the Executive Committee for review and approval
- Facilitate employee benefits through broker and oversee benefit enrollment and updates to staff

Compliance

- Assists in supporting the Compliance Fiscal Teams with gathering/reviewing/submitting needed documents for State and Federal reports and audits
- Maintain access to the systems used for submitting compliance related requests to the State
- Maintain updated contact lists for State compliance requests

Office Related

- Serve as point of contact for facilities management and communicate with the property management when necessary
- Facilitate communications received through the voicemail system and ensure prompt responses to outside inquires
- Oversee the info email and promptly respond to inquires
- Serve as backup for mail distribution
- Oversee adherence to office policies and procedures
- Analyze and monitor internal processes
- Responsible for creating PowerPoint slides and updating SOPs
- Organize monthly staff meetings and provide training and office updates
- Coordinate schedules, appointments, and bookings for shared space
- Participate actively in the planning and execution of company meetings and events
- Prepare operational reports and schedules to ensure efficiency
- Maintain a safe, secure, and pleasant work environment
- Oversee communications, including website development, social media content, media contact, press releases, and quarterly newsletters, and serve as the contact for logo use and approval
- Serve as Information Technology contact responsible for quote approval, IT-related projects, and communication with the vendor providing services
- Serve as executive assistant to the Chief Elected Official
- Remain updated on technical and professional knowledge by attending educational workshops, joining professional associations, building networks with fellow professionals, and reviewing industry publications
- Other duties as assigned

POSITION REQUIREMENTS:

Education:

Bachelor's Degree in Business Administration, Public Administration, Social Welfare, or other related field with two plus (2+) years related experience or equivalent combination of education and experience.

Skills & Abilities:

- Effective utilization of advanced-level monitoring skills and contract review.
- Handle multiple time-sensitive projects simultaneously in a fast-paced environment.
- Maintain confidentiality of all SCPa Works-related activities.
- Strong interpersonal, written, and oral communication skills, including writing reports, procedure manuals, and business correspondence, and interpreting instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve practical problems and deal with variables where only limited standardization exists; define problems, collect data, establish facts, and draw valid conclusions.
- The individual must be a team player, work independently, and establish and maintain effective working relationships with supervisors, associates, outside agencies, and the general public. Must possess proven leadership skills.



- Basic office skills such as computer literacy, use of email and internet, phone systems, typing, experience using MS Office (Word, Excel, Access, PowerPoint), filing, and knowledge of operating office machines
- Valid Driver's License and ability to travel off-site

ADA STATEMENT:

In addition to the duties listed above, this position also has physical components, as listed below. The list is intended to give an overview of the positions performed by a person without disabilities. In compliance with the Americans with Disabilities Act and the company's policy on Equal Opportunity, the company will make reasonable accommodations to enable an otherwise qualified individual with a disability to perform the position's essential functions with or without accommodation where necessary.

- Frequent travel within eight (8) county regions.
- Frequent Sitting
- Frequent Keyboard/computer operation
- Periodic walking
- Periodic standing
- Occasional lifting of 25 lbs.
- Occasional pushing and/or pulling up to 25 lbs.
- Occasional carrying up to 25lbs
- Occasional stooping
- Occasional kneeling
- Periodic reaching
- Periodic bending
- Occasional crouching
- Occasional turning

POSITION ACKNOWLEDGEMENTS:

The Duties and Responsibilities listed above are not intended to be an exhaustive list for this position. They are intended to be general duties performed by a person in this job. The duties and responsibilities may be changed due to the continuous development of the position. Additional duties may be assigned at any time by the Chief Operating Officer or the Chief Executive Officer.

I have read the above job description, understand the duties and responsibilities, and can perform them with or without accommodation.

Employee's Signature

Date

Supervisor's Signature

Date