

JOB TITLE:		OFFICE MANAGER	
Reports to:	District Manager		
Department/Group:	Water / Wastewater	Job Status:	Exempt
Location:	Ocala, Florida	Travel Required:	No
Applications Accepted By:			
FAX: 352-414-5461 Subject Line: Job Vacancy Attention: HR Department RE: Job Title	MAIL: Bay Laurel Center CDD Attn: HR Department 9850 SW 84 TH CT, Suite 400 Ocala, FL 34481	PHYSICAL DROP LOCATION: Bay Laurel Center CDD Attn: HR Department 9850 SW 84 TH CT, Suite 400 Ocala, FL 34481	
MAJOR FUNCTIONS			
<p>This is front-line administrative position provides managerial work planning and administers programs and activities while developing and implementing the District financial and operational strategies, policies, and procedures. This position is responsible for providing leadership and accountability for day to day operations while ensuring exceptional customer service. Responsibilities include supervising the utility billing and revenue collection, collection of delinquent accounts, billing and collection of capacity charges, assisting with the preparation of the divisions' budget, administering service contracts and agreements, and preparing reports.</p>			
JOB DESCRIPTION:			
<u>ESSENTIAL FUNCTIONS</u>			
<p>THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS AN ALL-INCLUSIVE STATEMENT OF ALL DUTIES PERFORMED. INDIVIDUALS MAY BE REQUIRED TO PERFORM OTHER JOB RELATED MARGINAL DUTIES AS ASSIGNED, INCLUDING WORKING IN OTHER FUNCTIONAL AREAS TO COVER ABSENCES OR RELIEF TO BALANCE THE EXISTING WORK LOAD BETWEEN STAFF. INDIVIDUALS ARE REQUIRED TO REPORT TO WORK AT THE APPOINTED HOUR, AS SCHEDULED, AND WORK THE ENTIRE ASSIGNED SHIFT.</p>			
<u>OFFICE MANAGER</u>			
<ul style="list-style-type: none"> • Maintains confidential information, including employee personnel records. • Recommends selection, promotion, discharge, and other appropriate personnel actions. • Conducts research to develop new and innovative personnel techniques and methods; analyzes and evaluates existing programs, procedures and systems and recommends changes as needed. • Plan and conduct new employee orientation to foster positive attitude towards organizational objectives. • Plan, direct, supervise and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations and employee relations. • Identify staff vacancies and recruit, interview, and select applicants. • Monitors employee timekeeping and weekly payroll. • Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes. • Maintains advertising and posting of available jobs on designated bulletin boards or uses other advertising methods, as instructed. 			

- Implements and communicates District policies and procedures as outlined in the Employee Handbook to staff.
- Train or instruct employees in job duties or company policies or arrange for training to be provided.
- Participates in conferences and meetings, as requested or required.
- Participates in the development of Department policies, programs, plans, or procedures in conjunction with management.
- Ensures that mandatory safety measures are followed by all employees.
- Supervise and evaluate the performance of assigned staff; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review work products, methods and procedures for compliance associated with the administration and service of customer accounts; recommend and arrange for training opportunities; makes sure staff are properly cross trained so staff absences do not affect customer service.
- Establishment of clear, consistent and concise policies and procedures for customer service staff to follow. Review, monitor, and recommend changes and controls for the District utility billing policies, ordinances and resolutions.
- Performs accounting duties and maintains related fiscal records and prepares clear and comprehensive reports.
- Ensures that utility billings are processed accurately and on schedule and that payments received are recorded properly.
- Manages all third-party software interfaces with Utility Billing System (meter reading import/export, web portal, utility billing and printing software, check scanning software, payroll). Works with technical staff to provide troubleshooting support for software programs, serves as liaison for vendor technical support.
- Assures that the billing software operates efficiently and accurately and that the Utility Billing website is providing the information necessary for customers to pay their bills and review the consumption history.
- Communicate account information to affected customers in writing and verbally in a clear and positive manner; assist staff in doing the same.
- Generate utility based reports as needed District Manager, auditors, consultants and water management districts.
- Read, interpret, apply and explain codes, rules, regulations, policies and procedures.
- Enforces monthly debt collection procedures including service disconnection for past due accounts. Reviews and manages the Accounts Receivable Aging report and works with staff to carry out collection efforts. Reviews efforts for the reduction of outstanding accounts receivable balance and makes recommendations for changing ordinances if necessary to improve billing and collections.
- Assists in the preparation, submission, administration and monitoring of the annual budget through research and development.

Non-Essential Job Functions

- Performs general custodial work to keep work area clean and orderly.
- Attends training and continuing education sessions.
- Performs other related duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public, third parties, and other District employees. Individuals are expected to be professional and courteous at all times. Service is provided in person, phone, fax and internet contact.

SUPERVISION

The Office Manager is to report directly to the District Manager. This position is responsible for directly and regularly supervising work of a group of employees with no indirect supervision. Supervising job responsibilities includes assigning, directing, evaluating and reviewing the work of subordinate employees. This position also provides on the job training, evaluating job performance, recommending selection of new staff members, promotion, status changes, and discipline.

PHYSICAL DEMANDS

- Periodically be required to sit, climb, balance, stoop, kneel, crouch, or crawl.
- Regularly be required to stand, walk, and drive.
- Work requires physical strength and agility sufficient to safely perform all essential job functions including the ability to occasionally lift, carry, push, or pull 25 pounds without assistance.
- Special vision requirements (with or without correction) are close, distance, depth perception, peripheral vision, ability to focus and distinguish color.
- Frequent use of hands to handle or feel.
- Ability to verbally communicate with others.
- Acceptable hearing (with or without hearing aid).

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

ENVIRONMENTAL CONDITIONS

The work environment characteristics described below are representative of those an employee may encounter while performing the essential functions of their job:

- Works inside office setting but occasionally be required to be exposed to outdoor weather conditions.
- Typical noise level is moderate.

REQUIREMENTS PERTAINING TO EXPERIENCE, EDUCATION, LICENSES, AND CERTIFICATIONS

(A comparable amount of training, education, or experience can be substituted in lieu of certain minimum qualifications)

OFFICE MANAGER

Accredited high school diploma OR possession of an acceptable equivalency diploma	Required
Valid Florida driver's license	Required
American Red Cross CPR/First Aid Certificate	Required
Preferred Requirements	<ul style="list-style-type: none"> • Bachelor's degree in Business Administration, Human Resources, and Accounting OR related field and five (5) years progressively knowledgeable and responsible utilities supervisory and management responsibilities. • Previous experience in the field of accounting, banking, clerical, data processing or a related field to include customer service and utility billing.
Experience (years)	5

JOB SKILLS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The following are requirements representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to conduct presentations and safety trainings.
- Ability to effectively present information and respond to questions of managers, clients, customers and the general public both orally and in writing.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to communicate effectively and professionally with board members, employees, and members of the public.
- Ability to cross train and instruct personnel.

Mathematical Skills

- Ability to calculate figures and amounts such as percentages and ratios to work situations.
- Ability to interpret and convey bar graphs.
- Ability to analyze and interpret accounting and billing processes and make an educated recommendation to resolve the problem to improve operations.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form.
- Ability to assist in the implementation of work plans and programs.
- Ability to resolve problems by utilizing logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to utilize reasonable judgment by considering the relative costs and benefits of potential actions to choose the most appropriate one.

Specialized Skills

- Ability to type quickly and accurately.
- Must possess a general understanding of employment laws and practices in the public sector.
- Must have working knowledge of all Microsoft Office applications.
- Ability to work independently on time sensitive complex issues.
- Ability to be detail-oriented and multi-task in a fast paced work environment.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.
- Must have strong organizational skills, ability to prioritize tasks, research and analyze data and meet multiple deadlines.
- Ability to supervise employees in a manner conducive to achieve full performance and promote high morale.
- Knowledge of Occupational Safety and Health Administration (OSHA) rules and regulations.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needs, and considering larger organization or team goals rather than individual concerns, including but not limited to the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

Employee will be required to be proficient in utilizing and operating the following equipment to perform his/her job satisfactory:

- Computer
- Utility and check scanner and jogger
- Electric Mail Opener

- 10-key calculator
- Telephone
- Fax Machine, Copier and Scanner
- Vacuum
- Motor Vehicle

Additional Notes:

- Pre-employment satisfactory drug screening.
- Mandatory initial ergonomics evaluation.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Acknowledgment and receipt of said job description, this _____ day of _____ 20 _____.

Employee is being hired / transferred for the position of **Office Manager**.

Employee Printed Name

Employee Signature

DFWP/EEOC/ADA

Reviewed By:	Crystal House, Office Manager	Approved By:	Crystal House
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