

JOB TITLE:	ASSISTANT OFFICE MANAGER		
Reports to:	Office Manager		
Department/Group:	Water / Wastewater	Job Status:	Non-Exempt
Location:	Ocala, Florida	Travel Required:	Yes

MAJOR FUNCTIONS

This is front-line administrative position provides assistance in managerial work planning and administers programs. Assists in the development and implementation of the District financial and operational strategies, policies, and procedures. This position is responsible for assisting with the leadership and accountability of the day to day operations while ensuring exceptional customer service. Responsibilities include assisting with the supervision of all aspects of utility billing and collections, the preparation of the District's budget, administering service agreements, risk management, and other human resources activities involving compliance with federal, state and local regulations.

JOB DESCRIPTION:

ESSENTIAL FUNCTIONS

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 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.

ASSISTANT OFFICE MANAGER

Human Resources

- Maintains confidential information, including employee payroll records.
- Assists in the recommendation, selection, promotion, discharge, and other appropriate personnel actions.
- Assists with recruitment, the interview process and applicant selection.
- Assists with weekly payroll and monitors employee time off.
- Assists with providing employees with guidance in handling difficult problems or in resolving complaints or disputes.
- Assists with advertising and posting of available jobs or uses other advertising methods.
- Assists with the implementation and communication of District policies and procedures as outlined in the Employee Handbook to staff.
- Assists with training of employees in their job responsibilities or company policies.
- Responsible for conducting new hire, benefit and retirement orientations.

Administrative Management

- Assists in conducting research to develop new and innovative personnel techniques and methods; analyzes and evaluates existing programs, procedures and systems and recommends changes as needed.
- Assists with the planning, directing, supervising and coordinating of work activities of subordinates and staff relating to employment, compensation, labor relations and employee relations.
- Providing employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Participates in conferences and meetings, as requested or required.

- Participates in the development of policies, programs, plans, or procedures in conjunction with Management.
- Assists in supervision and evaluation process.
- Assists in assigning work activities and projects; monitoring work flow and reviewing work products.
- Assists in the recommendation for training opportunities.
- Assists in ensuring that utility billings and collections are processed accurately and on schedule.
- Works with technical staff to provide troubleshooting support for software programs, serves as liaison for vendor technical support.
- Communicate account information to affected customers in writing and verbally in a clear and positive manner.
- Generate utility based reports as needed.
- Assists in enforcing monthly debt collection procedures.
- Administers the On-Call Schedule.
- Works in all administration positions as required.
- Acts in the absence of the supervisor.

Non-Essential Job Functions

- Performs general custodial duties to keep work area clean and orderly.
- Performs other related duties as assigned.

SUPERVISION

The Assistant Office Manager is to report directly to the Office Manager. This position is responsible for assisting the Office Manager in the supervision of office policies and procedures. Job responsibilities include in the assisting of assigning, directing and reviewing the work of subordinate employees. This position also provides assistance with on the job training, evaluating job performance, recommending selection of new staff members, promotion, status changes, and discipline.

PHYSICAL DEMANDS

- Required to sit for prolonged periods of time.
- May on occasion require lifting, carrying, pushing, and/or pulling less than twenty (20) pounds without assistance.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.

(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)

ASSISTANT 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
Requirements	Associates degree or higher and/or minimum of 3 years management experience in a similar field.
Experience (years)	3

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.
- 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 and verbal.
- 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.
- Must possess a general understanding of employment laws and practices.
- Must have working knowledge of 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.

Machines and Equipment

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

- Computer
- Check scanner
- Telephone
- Fax Machine, Copier and Scanner
- Motor Vehicle

Additional Notes: Pre-employment satisfactory drug screening.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

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

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

Employee Printed Name

Employee Signature

DFWP/EEOC/ADA