

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

MAJOR FUNCTIONS

This is front-line administrative position provides managerial work planning and administers programs. The development and implementation of the District financial and operational strategies, policies, and procedures. This position is responsible for providing leadership and accountability of the day to day operations while ensuring exceptional customer service. Responsibilities include supervising 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.

OFFICE MANAGER

Human Resources

- Maintains confidential information, including employee personnel records.
- Recommends selection, promotion, discharge, and other appropriate personnel actions.
- Identify staff vacancies and recruit, interview, and select applicants.
- Monitors employee timekeeping and weekly payroll.
- Provide employees with guidance in handling difficult problems or in resolving complaints or disputes.
- Maintains advertising and posting of available jobs or uses other advertising methods.
- 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.
- Ensures that mandatory safety measures are followed by all employees.
- Actively participates in benefit negotiations.

Administrative Management

- 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, direct, supervise and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations and employee relations.
- Provide 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 District

Management.

- Supervise and evaluate the performance of assigned staff
- 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.
- Maintains fiscal records and prepares clear and comprehensive reports.
- Ensures that utility billings and collections are processed accurately and on schedule.
- Manages all third-party software interfaces.
- Communicate account information to affected customers in writing and verbally in a clear and positive manner.
- Generate utility based reports as needed.
- Enforces monthly debt collection procedures.

Non-Essential Job Functions

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

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. Job responsibilities include assigning, directing 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

- 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)

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	<ul style="list-style-type: none"> • Bachelor's degree and/or minimum of five (5) years management experience in a similar field.
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.
- 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 **Office Manager**.

Employee Printed Name

Employee Signature

DFWP/EEOC/ADA