

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Senior Office Services Specialist

**POSITION TITLE:** Office Manager (Vocational & Developmental Complex)

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

This is an administrative position FLSA non-exempt whose incumbent is responsible for the coordination and provision of clerical and administrative support services for the developmental services programs operated by the ESCSB.

Primary duties are the efficient operation of the developmental services administrative office, the provision of administrative services to the DS Program Director, and the coordination/provision of clerical and administrative services to other DS staff.

The incumbent reports to and receives supervision from the Developmental Services Program Director. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

### **MAJOR DUTIES:**

- Provide administrative support to the DS Program Director to include:
  - a. refining/composing/preparing (typing, word processing) correspondence;
  - b. assisting in written report preparation;
  - c. coordinating meetings as well as preparing and disseminating meeting minutes and acting as liaison between governing/advocacy boards and the DS programs; and
  - d. delivering, picking up, and disseminating mail, and preparing special deliveries.
- Provide or coordinate clerical and administrative support to DS supervisors, case managers, and other DS staff to include entering data in the MIS system.
- Per policy, maintain Material Safety Data Sheets, (MSDS) for items received at work site.
- Provide consumer related clerical services to include:
  - a. managing consumers life insurance policies as necessary

- b. and acting as a contact for insurance-related questions; and
  - b. Act as back-up to the Records Technician in her absence.
- Manage the overall office, to include:
    - a. performing receptionist duties;
    - b. coordinating facility and van maintenance for DS programs;
    - c. purchasing/ordering office supplies;
    - d. providing updated staff and vehicle information as required by insurance companies;
    - e. receiving and recording payments on accounts and monitoring petty cash;
    - f. make bank deposits and distribute deposit reports to administration staff;
    - g. as needed, assist in processing workmen's compensation claims for consumers and staff as requested by the Director of Administration and Human Resources.
    - h. Act as agency contact for vehicular accidents preparing reports and liaison with insurance companies

### **QUALIFICATIONS:**

The incumbent should have position-related experience providing clerical/administrative support as well as office management experience and possess the following knowledge, skills, and abilities:

**Knowledge of:** Office management; filing systems (administrative and consumer-related); receptionist requirements; word processing, computer, and office equipment operations; English usage; business correspondence; written report preparation; and communications (written, oral, and interpersonal).

**Skill (s) in:** Managing an office (to include delegating clerical work to be done); accurately typing correspondence, reports, memorandum; composing communications; developing/maintaining filing systems; the English language; data/information retrieval; operating word processing, computer, and office equipments; formatting reports; telephone communications; and maintaining effective communications.

**Ability (ies) to:** Perform clerical, administrative, and office management responsibilities in accordance with agency policies and procedures; properly receipt and record monies received; effectively communicate with all types/levels of people; resolve problems; demonstrate initiative; maintain applicable confidentiality of information; exercise sound judgment, and maintain effective working relationships.

**HIPAA Access Level:** 1=limited access to consumer information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**DS PROGRAM DIRECTOR**

**OFFICE MANAGER (VOCATIONAL & DEVELOPMENTAL  
COMPLEX)**

**SALARY &/OR HOURLY RATE RANGE:**

Classification Level VI

**EFFECTIVE DATE:**

May 26, 1999

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

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Office Manager (Vocational & Developmental Complex)

Date

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DS Program Director

Date

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Executive Director

Date

