



JOB DESCRIPTION

Position Title: Office Manager
Department: General & Administrative
Exempt Status: Non-Exempt
Supervisor: Executive Director

GENERAL SUMMARY:

The Office Manager is responsible for front office, maintaining office supplies, handling office-related functions, serving as secretary to the Executive Director and ensuring an efficient office atmosphere.

PRINCIPLE DUTIES:

Essential Job Duties:

1. Serves as secretary to the Executive Director. Screens persons requesting to see the Executive Director and schedules appointments, as necessary.
2. Sorts and routes Executive Director mail. Answers routine mail and returns telephone calls.
3. Prepares and types meeting notices, minutes, and statistical information.
4. Supervises the ordering of all office supplies, paper supplies, copy machine supplies, printed forms, etc.
5. Compiles and maintains various master lists and systems, resident listings, resident directories, staff home phone numbers, resident away list, etc.
6. Compiles and types annual budget assumptions.
7. Support Human Resources Department in maintaining employee files, WC, on-boarding, and other tasks as and when required.

Other Duties:

1. Relieves switchboard operator on occasion.
2. Creates and maintains a professional business-like office atmosphere at the reception desk, lobby area and office area.
3. Assists with welcoming visitors and/or residents, answers questions, handles inquiries and refers to proper departments.
4. Assists department heads and the resident council with typing as time permits.
5. Attends meetings and take minutes as requested.



6. Maintains resident business files, updating, organizing, filing correspondence, documents and their pertinent forms, verifying completeness, storage and retrieval.
7. Maintains work station and equipment in a safe and organized manner.
8. Attends in-service training and education sessions, as assigned.
9. Performs specific work duties and responsibilities as assigned by supervisor.

HOSPITALITY FOCUS:

Aldersly fully embraces a culture of hospitality. To that end, we include the following hospitality promises as a guide for our interpersonal interactions with residents, co-workers, and guests:

1. We greet residents, employees and guests warmly, by name and with a smile.
2. We treat everyone with courteous respect.
3. We strive to anticipate resident, employee and guest needs and act accordingly.
4. We listen and respond enthusiastically in a timely manner.
5. We hold ourselves and one another accountable.
6. We embrace and value our differences.
7. We make residents, employees and guests feel important.
8. We ask "Is there anything else I can do for you?"
9. We maintain high levels of professionalism, both in conduct and appearance, at all times.
10. We pay attention to details.

WELLNESS FOCUS:

Aldersly employees are expected to promote a healthy community culture for all residents and employees. This is a whole-person approach to health and wellness which includes eight dimensions of wellness: Emotional, Environmental, Health Services, Intellectual, Physical, Social, Spiritual and Vocational. Through these efforts we can ensure and exceed residents' wellness needs relating to their mind, body and soul, which may also have a positive effect on the employees, as a result.

QUALIFICATIONS:

1. Ability to communicate effectively in English. Able to perform simple mathematics and thorough knowledge and skill in typing and word processing.
2. High School graduate. Bachelor's degree preferred.
3. Two years of general office management experience, some supervisory training helpful, but not required.
4. Ability to work under pressure, meet deadlines, be exacting in performance and work well without direct supervision.
5. Must display a courteous, friendly and helpful attitude toward the public.



PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Must be able to sit for up to 75% of the workday; must be able to stand and walk throughout the work day. Must be able to push and pull up to 50 lbs. unassisted. Must be able to lift up to 30 lbs. Must be able to bend and reach. Must have good manual dexterity for typing and operation of office machinery including computer. Requires continuous mental and visual attention to diversified operations.

DISCLAIMER CLAUSE:

I have read my Job Description. I understand the information contained in the Job Description. I further understand that this Job Description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or PHYSICAL REQUIREMENTS/WORKING CONDITIONS associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____