



## JOB DESCRIPTION

**JOB TITLE:** Office Manager **EFFECTIVE DATE:** 12/17/2015  
**REPORTS TO:** President **REVISION #** 0  
**FLSA STATUS:** Exempt **PAGE #** 1 of 3

**JOB SUMMARY:** The Office Manager is accountable directly or indirectly through assigned staff for duties related to office administration, accounts receivable, accounts payable, project management assistance and information technology to ensure effective operations of the company.

Key accountabilities in order of priority and with ideal time allocations are:

1. Hire, train and provide performance feedback to AR/AP, Payroll and PMA's to ensure performance targets are met or exceeded. (25%)
2. Monitor and ensure all AP/AR, Payroll and PMA staff members' complete work in an accurate and timely manner. (35%)
3. Collaborate with peers to troubleshoot issues that arise to develop and implement solutions.. (10%)
4. Administration of organizational IT resources to ensure technological needs are met. ( 5%)

*Note: Twenty percent of time is reserved for ancillary responsibilities, interruptions and unplanned activities.*

**ESSENTIAL JOB FUNCTIONS:** The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

### Interpersonal Responsibilities

1. Provides regular performance feedback and identification of development needs and training plans for all assigned staff.
2. Works in collaboration with the Director of Operations to ensure necessary feedback is shared and utilized to effectively monitor and improve employee performance.

### Operational Responsibilities

1. Accountable for the hiring, training and development of the Accounts Receivable, Accounts Payable, Payroll, Project Management Assistant and Receptionist staff positions.
2. Ensures all Hemm's new hires are set up with appropriate information technology, communication tools and network system access.
3. Manages the Accounts Receivable team to aid in the creation of commercial billing statements and confirms that the follow up processes and timing for collections are being followed.
4. Supervises the Accounts Payable team to ensure all processes are completed with accuracy and are on time.
5. Oversees that all internal and external AP, AR and Payroll daily, weekly, monthly and quarterly reports are completed and submitted accurately and on time.
6. Confirms that the processing of all notice of furnishing and commencement are completed within statutory time limits.
7. Ensures that time sheet reporting is being submitted daily, payroll is being processed on time and accurately and that payroll checks are distributed on time.



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8. Ensures the monthly close out of books, ensuring payment information is accurate and submitted to CPA on time.
9. Ensures the communication of Hemm's daily progress is provided to all appropriate individuals across the organization.
10. Serves as the single liaison to Information Technology vendor to ensure ease of access and usability among employees.
11. Collaborates with executive team on anticipated software needs.

**PERFORMANCE FACTORS:** The performance factors described here are core abilities that translate into desired on-the-job behaviors which contribute to the employee successfully achieving the performance objectives of this job and carrying out the assigned responsibilities.

1. **Accountability for Others:** Establishes appropriate performance standards for others; assumes personal accountability for others' performance; effectively confronts performance issues promptly; monitors performance, tracks results and measures achievement of key accountabilities.
2. **Decision Making:** Demonstrates an ability to make difficult decisions in a timely manner; gathers relevant input and develops a rationale for making decisions; evaluates the impact or consequences of decisions before making them; acts decisively despite obstacles, resistance or opposition; accepts consequences of decisions; willing to correct erroneous decisions when necessary; defends rationale for decisions when necessary.
3. **Employee Development/Coaching:** Expresses confidence in others' ability to perform; identifies developmental needs; encourages initiative and improvement; provides opportunities for training; gives new, difficult and/or challenging work assignments; acknowledges and praises improvements; trains, coaches and mentors others to develop; views mistakes as opportunities for learning; promotes learning and growth.
4. **Personal Accountability:** Accepts personal responsibility for the consequences of personal actions; avoids placing unnecessary blame on others; maintains personal commitment to objectives regardless of the success or failure of personal decisions; applies personal lessons learned from past failures to moving forward in achieving future successes.
5. **Planning and Organizing:** Works effectively within established time frames and priorities; utilizes logical, practical and efficient approaches; prioritizes tasks for optimum productivity; develops procedures, processes and systems for order, accuracy, efficiency and productivity; anticipates probable effects, outcomes and risks; develops contingency plans to minimize waste, error and risk; allocates, adjusts and manages resources according to priorities; monitors implementation of plans and makes adjustments as needed.
6. **Problem Solving Ability:** Utilizes logic and systematic processes to analyze and solve problems; defines the causes, effects, impact and scope of problems; identifies the multiple components of problems and their relationships; prioritizes steps to solution; develops criteria for optimum solutions; evaluates the potential impact of possible solutions and selects the best one.
7. **Results Orientation:** Maintains focus on goals; identifies and acts on removing potential obstacles to successful goal attainment; implements thorough and effective plans and applies appropriate resources to produce desired results; follows through on all commitments to achieve results.

