

Jefferson County Position Description

Name:

Department: Human Services

Division: Administrative

Position Title: Office Manager

Pay Grade: 9

FLSA: Exempt

Date: June 2024
Manager

Reports To: Administrative Services Division

Purpose of Position

Responsible for overseeing office operations and managing the department's administrative and support staff. This position heavily supports administrative coordination for the overall operations of Human Services and supports various human resources functions to support departmental objectives.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Supervises Administrative Assistants, including those focused on Medical Records and those providing assistance to the Medical Director, Psychiatrists, and APNP's.
- Develops and implements administrative procedures. Arranges and conducts administrative team meetings.
- Provides administrative support to Director, Deputy Director, and Administrative Division Manager. Prepares documents (agendas, program information, letters, memos, meeting minutes, etc.) for Human Services Board members.
- Assists in preparing the Department Annual Report.
- Serves as purchasing coordinator for human services; processes all purchase requests, ensuring they comply with County and Department purchasing rules; monitors and purchases all supplies.
- Orients new Human Services employees to specific Human Services Department policies, ensuring every employee is compliant with required compliance and other trainings
- Monitors and performs the Caregiver Background check requirements throughout an employee's career with human services in compliance with State regulations.
- Ensures human services staff personnel records are up-to-date and provides information when required for compliance and/or audits.
- Reviews record retention schedule to ensure file room is maintained according to schedule and documents are kept or destroyed, as needed.
- Compiles and distributes monthly newsletter and annual report.
- Maintains confidential records.
- Acts as liaison between Human Services staff and County Human Resources Department regarding hiring and new employees. This includes performing and distributing background, reference, and education requests.
- Maintains office services by coordinating operations and procedures throughout all Human Services divisions; directs staff, clients, callers to the appropriate divisions
- Completes annual compliance training and adheres to Human Services compliance policies and procedures. Complies with County HIPAA Policies and Procedures.
- Demonstrates dependable attendance.
- Complies with County HIPAA Policies and Procedures, if applicable.

- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Organizes departmental events such as training sessions, recognition ceremonies, or public informational sessions.
- Conducts and supports research activities that are not critical but can help in developing new programs or refining existing ones.
- Provides backup administrative support, enhancing inter-departmental cooperation and flexibility.

Minimum Training and Experience Required to Perform Essential Job Functions

- An Associates Degree or a minimum of four years related experience and/or training; or an equivalent combination of education and experience.

Preferred Training and Experience Required to Perform Essential Job Functions

- A Bachelor's Degree from a college or university and a minimum of four years related experience and/or training

Other Requirements – Certificates/Licensures

None

Knowledge, Skills, Abilities

- Strong knowledge and understanding of the ethical considerations and confidentiality requirements involved in handling sensitive personal and medical information.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge of budgeting, financial management, and resource allocation. This includes the ability to monitor expenditures, and make cost-effective decisions.
- Knowledge of relevant federal, state, and local laws and regulations that affect human services operations, including privacy laws and labor regulations.
- Knowledge and appreciation of cultural differences, and the ability to work effectively with diverse populations. This is particularly important in human services, where clients may come from a variety of backgrounds.
- Advanced skills in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.
- Skills in planning, executing, and overseeing projects from conception to completion. This includes the ability to manage time, resources, and deadlines effectively.
- Skills in managing situations that require immediate and effective action, often in stressful environments. This includes the ability to stay calm, make decisions under pressure, and communicate clearly during emergencies.

- Ability to maintain strong relationships within the department and with external stakeholders. This includes negotiation skills, emotional intelligence, and the ability to handle sensitive situations with tact and professionalism.
- Ability to analyze information, identify problems, consider potential solutions, and implement effective solutions in a timely manner. This also involves the ability to adapt to changing circumstances and find innovative solutions to challenges.
- Ability to meet stringent deadlines and to accurately perform and complete written and oral procedures applicable to assigned duties.
- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Supervision

- Assists with supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Involves supervisory responsibility for one or more full-time individuals, involvement in the recruitment and selection process of employees, prepares and conducts employees' performance appraisal, disciplinary measures, and assists with the hiring and firing process.
- Supervises direct reports through coaching, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Physical Demands

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions. Travel may be required. Home visits may be required.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date