

**TRI-COUNTY INDEPENDENT LIVING, INC  
POSITION DESCRIPTION  
OFFICE MANAGER**

As a federally-funded Independent Living Center, TCIL is mandated to be comprised primarily of people with disabilities.

**TCIL Philosophy:** Individuals with disabilities are best able to determine their own needs and make their own service choices. Through role modeling and peer counseling, they become empowered to make changes in their lives becoming more self-sufficient and self-reliant.

Line of Authority/Supervision: Executive Director

Status: Full-Time; paid at hourly rate; Non-Exempt; may include occasional evenings and weekends

Benefits: paid holidays, vacation, sick leave

**SUMMARY OF OFFICE MANAGER POSITION**

Under the general supervision of the Executive Director, oversee the day-to-day TCIL Administrative and Human Resources operations including Agency Human Resources such as recruitment, orientation, staff supervision and is the Agency Safety Officer. In absence of Executive Director, the Office Manager may be responsible for functioning as a Deputy to the Executive Director. Follows Independent Living philosophy in all matters and promotes the mission and vision of TCIL.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Directly responsible for managing the day-to-day operations of TCIL.
2. Oversee implementation of TCIL personnel policies and procedures.
3. Provide all Human Resources services to staff and the Agency such as recruiting, orientation, training, background checks, address complaints and resolve problems, risk-management, exit interviews with terminating employees as assigned.
4. Supervise the Assistive Technology Department and the Administrative and Program Support Specialist.

5. Manage employee benefit programs, leave and leave requests; staff scheduling.
6. Administer TCIL insurance matters.
7. Serve as the Agency Safety Officer.
8. Create and manage records and reports; oversee record retention practices and archives storage, and maintain accuracy of TCIL databases including inventory, donor and volunteer tracking systems.
9. Participate in trainings, agency meetings, events, presentations, outreach, fund-raisers, public relations activities, etc.
10. Assist the Executive Director as needed.
11. Perform all duties in accordance with agency's policies and procedures.
12. Success will depend on ability to always act with integrity, maintain confidentiality and focus on the details while maintaining positive relationships.
13. Other duties as assigned. TCIL is a small agency and requires all staff to be flexible, willing and available to do all tasks requested, whether identified in the position description as an essential duty or responsibility or not.

This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. TCIL has the right to revise this job description at any time. The job description is not a contract for employment.

### **Performance Standards**

1. Effectively and timely performs functions and responsibilities with attention to detail, appropriateness, and accuracy.
2. Meets deadlines and commitments.
3. Prioritizes and accomplishes multiple tasks within time constraints.
4. Demonstrates initiative and creativity to anticipate and solve problems.
5. Complies with TCIL policies and procedures.
6. Demonstrates effective working relationships with staff and management.

## **REQUIRED QUALIFICATIONS:**

1. Bachelor's Degree in Human Resources Management, Business Administration, Organizational Leadership, or closely related degree with at least two years of management experience in organization employing at least six (6) individuals.
2. Alternatively, at least 3 years experience as Human Resources Director/Manager and at least 1 year in management in organization employing at least six (6) individuals.
3. Very good organizational management skills with ability to effectively coach, supervise staff, promote harmonious and collaborative working relationships, participate fully as a member of working team.
4. Good understanding of nonprofit best management practices.
5. Very good communication skills; ability to effectively present information to Executive Director, Board of Directors, staff and the community.
6. Skilled in time management, superior critical thinking and reasoning and problem-solving abilities.
7. Ability to exercise initiative, ingenuity and sound judgment
8. Very good attention to detail, acute ability to meet deadlines; professional attitude, motivated, strong planning and self-management skills; ability to take direction well
9. Strong sense of integrity, responsibility and ownership, excellent interpersonal skills, possess a positive, cooperative, flexible attitude, accept new challenges positively, demonstrate tact, courtesy and respect for all and for client rights, maintaining strict adherence to the independent living philosophy.
10. Strong written communication skills; proficient in Microsoft Word, Excel, computer, database management, internet, e-mail, social media, ability to learn new programs.
11. Fluent in written and spoken English; able to communicate effectively in English.
12. Able to develop, build and maintain effective relationships with service providers, vendors, staff, community and stakeholders and know where to go to find assistance.

13. Able to perform each essential duty satisfactorily.

**DESIRED QUALIFICATIONS:**

1. Personal experience with disability and with issues related to disabilities.
2. Bilingual in English/ASL; English/Spanish

**Licensing/Certification:**

Preferred possession of valid California Driver's License. Must meet Agency Insurer's qualifications for insurance coverage.

A background check is required for all positions with TCIL as a condition of employment and may include fingerprinting.

**Essential Physical Requirements:**

To adequately perform, with or without reasonable accommodation, the duties and responsibilities of this job, must be able to:

1. Sit for up to 8 hours/day with reasonable breaks
2. Perform light filing tasks
3. Perform with manual dexterity; lift, sit, stand, bend, stoop
4. Travel independently within the service area, Agency related ground and air travel as necessary.
5. Maintain emotional balance in the presence of stress.

All positions subject to funding availability. Employment at TCIL is for no definite period of time and can be terminated with or without cause and with or without notice at any time and by either party. Tri-County Independent Living, Inc. is an equal opportunity employer. All persons having a disability, having personal experience with disability or committed to disability issues are highly encouraged to apply. Reasonable accommodations are provided upon request.

I have received a copy of my position description and I understand that I can ask questions of my supervisor regarding this document.

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Employee

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Date

**Approval by:** Board of Directors

4/28/2019

4/28/2019

Date Approved

Date Effective