

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. This mandate requires that at least 51% of the Board of Directors be 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 Temporary, 32 hours/wk; 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.

Responsible for Agency Human Resources such as recruitment, orientation, staff supervision and is the safety officer for the Agency. 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. Direct responsibility for managing the day-to-day operations of TCIL and ensuring timely, accurate and complete reporting that complies with federal, state and other grant regulations, contracts, and TCIL policies and procedures.
2. Maintain all required records and those records appropriate under standard business principles and practices. Oversee record retention practices and archives storage.

3. Build and manage effective and streamlined administrative systems, including human resources (HR) and physical infrastructure. Recommend and implement new systems, as appropriate, to improve efficiencies, reduce costs, and provide useful management information.
4. Perform special projects, system enhancements or any ad hoc projects as directed by Executive Director.
5. Assist in employee recruiting, screening, interviewing, selection and hiring processes. Recommend possible applicants for hire to the Executive Director; Conduct background checks, manage and conduct new employee onboarding, provide orientation to new employees regarding benefits, procedures and policies, track employee DMV records, exit interviews with terminating employees as assigned.
6. Determine training needs and make training recommendations, provide staff development opportunities and coordinate training, reward and employee conduct under direction of the Executive Director; address complaints and resolve problems.
7. Maintain personnel records, including documenting personnel actions, pay rates, government paperwork. Collaborate with supervisors to update Position Descriptions, ensure timely completion of employee performance reviews by supervisors; post and advertise open positions.
8. Manage employee benefit programs, employee leave and leave requests; act as point of contact for employees regarding questions about health and dental insurance and other employee benefits, TCIL policies and procedures. Provide benefits enrollment and continuance notifications when required. Work with benefits providers to ensure compliance with all federal and state regulations regarding employee benefits.
9. Manage scheduling of all employees so as to maintain office staffing at a functional level; update employee files as needed, including but not limited to I-9s, W-2s, proof of current Driver's License and proof of current personal auto insurance.
10. Oversees the implementation of personnel policies and procedures in accordance with current employment regulations and TCII Policies and

Procedures. Administer leave of absence programs ensuring compliance with government regulations and company policies.

11. Administer TCIL insurance matters; obtain Certificates of Proof of Liability Coverage as directed.
12. Maintain accuracy of TCIL databases including inventory, donor, and volunteer tracking systems and monitor that auditable comprehensive and confidential case records of services are maintained.
13. Ensure accurate reporting to Department of Rehabilitation Maintain non-profit status, fictitious name statement, DUNS number, and other activities as required.
14. Handle risk-management, Workers Compensation paperwork with new employees, as well as details and communications if a claim is filed. Process and track incident/accident reports. Receive and submit claims to insurer, investigate claims as necessary, process supplemental claims information, ensure documentation is forwarded to appropriate parties in a timely manner.
15. Assist in gathering data/statistical information for wage surveys, classification development, salary comparisons and benefit comparisons as assigned.
16. Assist the Executive Director with grant proposal proofing, gathering support materials, preparing grant budgets and other grant-related preparation duties.
17. Provide oversight and implement staff trainings, including mandatory trainings required by TCIL's grants, and orientations to ensure non-harassment policies are observed and that accurate, up-to-date, and demonstrating compliance with grant requirements of funders and reviewers.
18. Provide a warm, friendly, and supportive atmosphere in the office.
19. Success in this position will depend on ability to always act with integrity, maintain confidentiality, and focus on the details while maintaining positive relationships.

20. Maintain client confidentiality absent a release or written waiver from the client. Show the ability to comprehend confidentiality issues and maintain the confidentiality within TCIL standards.
21. Participate in trainings, agency meetings, events, presentations, outreach, fund-raisers, public relations activities, etc.
22. Oversee office functions such as keys, security system, maintenance of phone system, computer network, copier and other equipment.
23. Oversee and compile results of annual consumer satisfaction surveys including development of surveys in coordination with Executive Director.
24. Maintain and update Board Manuals and Policy Handbooks and provide handbooks to new Board members and staff.
25. Serve as the Safety Officer, Provide all administrative support necessary to ensure required Emergency Preparedness and Action Plan.
26. Participate in long-range and annual resource development (fundraising) planning.
27. 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.
28. Perform all duties in accordance with agency's policies and procedures.

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 more than eight (6) individuals.
2. Very good organizational management skills with ability to coach staff, manage and develop productive performance teams, set and achieve strategic objectives and manage a budget.
3. Good understanding of nonprofit best management practices.
4. Very good communication skills; ability to effectively present information to Executive Director, Board of Directors, staff and the community.
5. Skilled in time management, superior critical thinking and reasoning and problem-solving abilities.
6. Ability to exercise initiative, ingenuity and sound judgment in administrative or technical matters.
7. Very good attention to detail, and an acute ability to meet deadlines; a professional attitude, motivated, strong planning and self-management skills; ability to take direction well, be self-directed, work independently and ability to work well with staff
8. 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.
9. Strong written communication skills; proficient in Microsoft Word, Excel, computer, database management, internet, e-mail, texting, social media, ability to learn new programs on an ongoing basis.

10. Able to develop, build and maintain effective relationships with service providers, community and stakeholders and know where to go to find assistance.
11. Able to perform each essential duty satisfactorily.
12. Fluent in written and spoken English; able to communicate effectively in English.
13. Promotes harmonious and collaborative working relationships, participate fully as a member of the working team and conduct oneself during agency business in a professional manner with respect for client rights, maintaining strict adherence to the independent living philosophy.
14. Ability to read, analyze and interpret reports and legal documents pertaining to the operation of an independent living center.

DESIRED QUALIFICATIONS:

1. At least two years experience in administering a service program, including supervision of staff, and/or administration of a non-profit or business.
2. Personal experience with disability and with issues related to disabilities.
3. 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. **(must maintain a valid driver's license throughout employment.)**

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 3 county service area, Agency related Ground and Air Travel as necessary.
5. Maintain emotional balance in the presence of stress.

