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JOB DESCRIPTION FOR OFFICE MANAGER/OFFICE ASSISTANT

Department: Human Resources (HR);

DEFINITION: Under general supervision, performs the most complex clerical duties; may also perform typing and secretarial duties, scheduling and coordinating, and other related duties as required.

QUALIFICATIONS:

1. Possession of a high school diploma or equivalent, and three years of increasingly responsible clerical experience; or
2. Completion of 24 semester units of college coursework, and two years of increasingly responsible clerical experience; or,
3. Standards listed above and that provides the required knowledge and abilities.
4. Some positions in this class may require typing ability, including a minimum typing speed.

ABILITY TO: Deal tactfully with people, maintain confidentiality; write legibly to record information; prepare correspondence; understand and follow oral and written instructions; read and understand manuals; verbally communicate information clearly and concisely to others; operate office equipment such as personal computer, correspondence; schedule and supervise the work of others; make decisions in accordance with complex laws, ordinances, regulations, and established procedures; compile and prepare reports.

KNOWLEDGE OF: English grammar, punctuation, and spelling; basic math; clerical office practices and procedures; alphabetic, numerical, and chronological filing methods; business telephone etiquette and procedures, including operation of multi-line equipment and message taking; elementary bookkeeping

DISTINGUISHING CHARACTERISTICS: This class is the advanced journey-level/lead worker in the Office Assistant series. It is distinguished from the Office Assistant II by the degree of difficulty in assignments given, potential seriousness of error and degree of independent decision-making.

Duties:

1. May supervise or lead assigned employees in a variety of clerical tasks; interviews and trains new employees.
2. Audits, balances, and checks payroll, purchase orders, and claims; gathers information on a variety of subjects and compiles financial, statistical, activity, and legal reports.
3. Greets the public, customers, and other Grace Health Care Services, Inc. employees in person or over the phone, and obtains or gives information; explain policies and procedures to inform employees of correct processes; transfers calls and takes messages; assists employees in completing forms and documents; schedules employees for appointments; dispenses and receives documents such as applications, time sheets, and invoices, and verifies them to ensure accuracy and completeness.



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4. Designs or modifies filing systems to improve efficiency and effectiveness; files information alphabetically, numerically, and chronologically according to office procedure to maintain organized and accurate filing systems; locates and retrieves files from manual or computerized systems to provide requested information; creates new files and purges old files; updates and corrects file information to maintain accurate files; merges and assembles files to maintain records; delivers and/or picks up files to provide requested information.
5. Tracks and logs in work using computer, logs, receipts, and forms to maintain accurate records of transactions; updates and/or makes corrections to records manually or via computer; performs simple arithmetic to collect revenue, process billing, complete documents, and compile reports and logs.
6. Responds to computer messages sent via electronic mail system and routes messages to the appropriate person; folds and stuffs documents to process outgoing mail; receives and sends documents via fax machine; and sends mail using inter-office or U.S. mail system.
7. Following specified formats, types and/or keys in a variety of documents including memos, letters, reports, minutes, labels, docketts, and receipts, using computer, printer, and/or typewriter; may compose correspondence for review by supervisor or manager; completes various forms to process requests or claims; proofreads and/or spell checks documents to eliminate errors; copies documents using photocopier or computer printer to maintain records; creates documents such as charts, forms, and logs to meet departmental needs.

ACKNOWLEDGMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of Office Manager/Office Assistant. I agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that should my job position be modified to include tasks that could result in exposure to blood/body fluids I will be offered, free of charge, the Hepatitis B vaccination.

I further understand that my employment is at-will, and thereby understand that my employment may be terminated by the agency with or without notice or by myself with at least two weeks' notice to the agency.

Employee's Signature

Date

Employer's Signature

Date