

CENTRAL VERMONT REGIONAL PLANNING COMMISSION

OFFICE MANAGER

Job Description

GENERAL DESCRIPTION

The Office Manager position improves the Commission's customer service and staff retention by creating a productive work environment and ensuring our team gets the support it needs. The Office Manager creates, monitors, and continually seeks to improve office operations, procedures, and resources. This position requires an attention to detail, the skills of a diplomat, and the ability to respond quickly to changing workloads.

The Office Manager works independently under the general direction of the Executive Director and provides administrative support to planning staff and Commission. It is the position's responsibility to deal regularly with, and represent the Commission to, a variety of outside institutions, government and insurance agencies, and vendors.

Work is primarily at the CVRPC office and attendance at limited evening meetings is required. Limited field work may be required. This is a part-time position for ~24-28 hours per week.

CHARACTERISTIC DUTIES

- Develop, administer, and improve business management processes, systems, and policies, such as employee benefits, insurance, contracts, fixed assets, leases, and purchases.
- Review and implement procedural and policy changes to improve operational efficiency and maintain compliance with state and federal laws and best practices.
- Work with the Executive Director and staff to ensure an accurate, timely, efficient, and transparent process for the entire grant life cycle, from proposal to close; develop, administer, and train staff on policies, systems, and documentation to ensure grant compliance; surface and address issues.
- Maintain digital and hard copy filing and record-keeping systems; assist planners with database entry, record keeping, and filing.
- Maintain the condition of the office, arrange for necessary repairs, and secure and manage office-related contractors.
- Maintain office equipment; coordinate purchase and installation of equipment.
- Order and manage inventory of office supplies.
- Maintain mailing lists and records, manual and computerized; coordinate mailings; retrieve, and distribute mail.
- Organize staff, Commission, and other meetings as assigned by arranging meeting locations, distributing/posting agendas, and taking minutes.
- Oversee recruitment and training of new staff, including facilitating the hiring process, completing on-boarding activities, and training on office policies and procedures.
- Serve as principal receptionist; answer phone and greet visitors; take messages; answer basic questions related to Commission functions, services, policies, and procedures.
- Fill requests for information; assist in data collection and analyses and report production; provide clerical support, including the photocopying and distribution materials.
- Edit newsletters and reports; prepare annual reports; prepare special reports and projects.

- Manage social media and website.
- Pursue professional development opportunities that expand knowledge and skills.
- Support accounting functions by making bank deposits, entering account payables, tracking paid time off, and assisting municipalities with capital budgets.

TYPICAL KNOWLEDGE

- Considerable knowledge of data, administrative management, and business principles and practices and procedures.
- Knowledge of clerical practices and procedures.
- Demonstrated knowledge of human resources management practices and procedures.
- Knowledge of OMB's Uniform Guidance at 2 CFR Part 200 and Vermont Agency of Administration policy, procedure, and guidance.
- General knowledge of computer systems, office software packages,
- Familiarity with the operations and management of typical office equipment and office support systems.

TYPICAL SKILLS

- Attention to detail.
- Ability to prioritize duties and work on several issues simultaneously to meet firm deadlines.
- Ability to develop and implement administrative procedures and evaluate their effectiveness.
- Ability to supervise and to exercise discretion in applying policies.
- Ability to communicate effectively orally and in writing and to work independently.
- Ability to be proactive to initiate actions as needed.
- Self motivated to learn new concepts and to participate in new projects.
- Strong administrative, analytical, and communication skills.
- Ability to problem solve with computers and manage computer files.
- Comfort working in a fast-paced environment.

MINIMUM QUALIFICATIONS

- Associates degree in business or equivalent required (B.A. or B.S. preferred) and at least 3 years of similar administrative experience in an office setting or a high school diploma with at least 6 years of similar experience.
- Proficiency in Microsoft Office suite required.
- Strong administrative, analytical, and communication skills essential.
- Ability to work effectively with staff, board members, and the public essential.
- Relevant knowledge of grant management and contract administration highly desirable.
- Working knowledge of QuickBooks desirable.
- US citizen or otherwise lawfully authorized to work in the United States.

Adopted: ____ / ____ / ____