

Cedar County
Tipton, Iowa
Position Description

Position title	Office Manager
Reports to	Public Health Director

Position purpose

The Office Manager is responsible for the organization and coordination of office operations, procedures and resources to facilitate organizational effectiveness and efficiency. This position provides a high level of administrative and clerical functions for the Cedar County Public Health Department and serves as a source of information and point of referral for the general public.

Key position responsibilities (with sample tasks)

- Provides administrative and clerical support with minimal guidance covering routine and non-routine activities for the Cedar County Board of Health, Advisory Committee, and department management team and staff.

Examples of duties:

Organizes departmental meetings by scheduling the meeting, notifying attendees, preparing agendas, collating packets of pertinent information, sending packets prior to the meeting, being present to record detailed minutes, completing the meeting minutes in a timely manner, and, for the Cedar County Board of Health, posting the meeting notices according to the Iowa Code and the approved minutes on the state grant website according to contractual mandates.

Oversees the departmental vehicles program through daily scheduling and coordination of usage, maintaining a preventative maintenance program, developing and initiating a proactive replacement program, and facilitating required reporting and repair of damages.

Provides clerical and administrative support for all programs, clinics, and events by scheduling appointments, reserving clinic locations, assisting with mailings, entering data, completing forms and letters, printing paperwork, initiating reminder calls, notifying clients if changes occur in time and/or location, etc.

- Manages office services by implementing administrative systems, procedures and policies, and monitoring administrative projects.

Examples of duties:

Responsible for the operations of the Equipment Loan Closet including the acceptance, cleaning, repair, tracking, purchase, and storage of the equipment.

Serves as information technology resource to department members assisting with utilization of software programs and hardware devices, development of standards for the purchase of hardware devices, and liaison between the department and county contracted computer services.

- Interacts with customers to provide and process information in a congenial manner to inquiries, concerns, requests, and complaints about services.

Examples of duties:

Manages the reception area to ensure effective internal and external communications including face to face, telephone, and mail maintaining a professional image of the department and position.

Facilitates the semiannual customer service survey by reviewing and revising the survey tool, creating a mailing list, addressing the surveys, mailing the surveys, receiving the returned surveys, tallying the results, and creating and submitting reports to the Director and Managers.

- Maintains office records.

Examples of duties:

Completes credentialing for third party payers and maintains an effective storage of credentialing applications and all contracts.

Coordinates and maintains staff administrative records such as professional license expirations, driver license expirations, automobile insurance, etc.

Ensures the appropriate utilization, storage, and logging of access of medical records.

- Recognizes and implements fiduciary responsibility (office efficiency).

Examples of duties:

Establishes par levels of office supplies, monitors levels, reviews available items to ensure acceptable cost, and reorders as indicated to reestablish the appropriate levels.

Develops and maintains a preventative maintenance program and proactive replacement program and addresses ongoing daily issues of the departmental equipment.

Qualifications

Education and Experience

High school graduate or GED and office management certificate or associate's degree
Minimum of 1 year of office experience

Certificates, Licenses, registrations

Must have valid Iowa Driver's license and current vehicle insurance

Specialized Knowledge

Skills

- Active listening
- Information technology usage and trouble shooting
- Reading comprehension
- Critical thinking
- Communication—verbal, non-verbal, written
- Time management
- Active learning
- Coordination
- Judgment and decision making
- Equipment selection and usage
- Customer and personal service
- Collaboration
- Team member
- Interpersonal skills
- Organization
- Accuracy

Abilities

- Language expression and comprehension
- Written expression and comprehension
- Prioritization
- Manual dexterity
- Attention to details
- Multi-tasking
- Professional image

Working conditions

Office environment with some travel. Routinely uses standard office equipment such as computers, telephones, copiers, printers, fax machines, and scanners. Constant interruptions. Noise levels vary.

Physical requirements

Regularly required to be mobile. Must frequently and consistently carry, lift and/or move up to 25 pounds. May need to assist in lifting and/or moving heavier weights. Must be able to communicate. Must be able to enter information into electronic format for extended periods of time.

Direct reports

None.

Internal and External Contacts

Internal: All Cedar County Departments

External: Members of the Cedar County Board of Health and Advisory Committee, general public, families of patients/clients, school personnel, healthcare providers, Iowa Department of Public Health employees, providers of social services, members of other local public health programs, and vendors.

Approved by:	<i>Cedar County Board of Health</i>
Date approved:	<i>March 25, 2016</i>
Reviewed:	

This position description is not intended to be all-inclusive. Employees may perform other related tasks as assigned to meet the ongoing needs of the organization.

Compensation Committee Ranking

- Decision making—4
- Supervisory—2
- Experience—2
- Education—2
- Budget Impact—1
- Contacts—2
- Physical Skills—1
- Working Conditions—1
- Total—15