

JOB DESCRIPTION – OFFICE MANAGER

Job Title: Office Manager

Department: Management

Employment Status: Full-Time – Exempt from bargaining unit.

Created: February 2023

Overall Purpose and Objective:

Oversees the business office of the Greater Hazleton Joint Sewer Authority (GHJSA) by performing the listed duties and responsibilities personally, through subordinates, and/or at the direction of the Director of Administration, Director of Operations, and Field Operations Manager.

Essential Duties and Responsibilities:

This is a Management/Supervisory position. Candidate must be able to control the business affairs of the GHJSA by managing a wide range of business office, human resource, and administrative support related tasks including but not limited to control of disbursements, billings, collections, delinquent processing, payroll processing, customer relations, use and training on utility billing and financial management software, generating reports, ordering supplies, and assuming duties & responsibilities independently and/or in consultation with the Director of Administration, Director of Operations, or Field Operations Manager.

Specific Job Duties:

- Supervise, direct, and train business office staff
- Carry out various Human Resource functions as directed by the Director of Operations, Director of Administration, Field Operations Manager or Board of Directors
- Verify and post transactions to journals, ledgers and other records, and prepare supporting account reconciliations and spreadsheets
- Prepare, analyze and communicate monthly and annual financial statements and reports
- Become proficient using custom financial management and utility billing system software for daily use, generating reports, and training of office staff
- Oversee the customer billing and accounts receivable collections
- Administer procedures for staff to maintain accurate and up-to-date customer and vendor databases
- Maintain customer collections at a level above 99% in any given fiscal year to ensure accounts receivable balance remains at a stable level

- Ensure compliance with Federal, State, local and any other financial, tax reporting and regulatory requirements.
- Ensure the monthly reconciliation of bank statements, credit card and ACH transaction reconciliation, and processing of return checks or other miscellaneous transactions are completed to maintain accurate records
- Implement all necessary business policies and accounting practices to improve efficiency and financial controls as updated or created from time to time by the Director of Administration
- Produce customized financial reports on an as needed, monthly, quarterly and annual basis
- Prepare materials for and attend meetings of the Board of Directors. Record minutes of Board Meetings for review and formal approval
- Prepare, communicate and present critical financial or business office matters to the Director of Operations and Director of Administration
- Ensure office staff comply with responsible use of computer workstations to prevent intrusion by malicious software
- Work closely and transparently with all external partners including third-party vendors, auditors, consultants, and insurers
- Serve as the GHJSA Right-To -Know Officer
- Create and modify payroll time sheets; maintain and approve for processing
- Process Worker's Compensation and Short Term Disability Insurance Claims and correspond/track claims with provider and insured
- Prepare invoices for approval and payment by verifying receipt of goods/services; process vendor requests for credit applications, tax exemption certificates, and W9 Forms
- Perform other duties as assigned by the Director of Administration, Director of Operations, Field Operations Manager, or Board of Directors

Qualifications & Preferences:

This is a management/supervisory position that requires effective communication with Authority employees, managers, directors, customers, consultants, and vendors. Working knowledge of business practices and procedures is required.

Training, technical skills, level of education and/or experience requirements:

- Bachelor's Degree from an accredited 4-year college or university in Business Administration, Accounting, Management, Human Resource Management or a closely related field of study.
- Minimum of five (5) years of combined experience in Business Administration, Accounting, or Human Resource Management with progressive growth in responsibilities.
- Possess sufficient language skills to read, analyze, and interpret common financial reports and business documents. Ability to respond to and troubleshoot inquiries or complaints from customers, regulatory agencies, or members of the business community. In general, must be proficient in written and verbal communications.
- Possess sufficient mathematical skills to apply advanced mathematical concepts.
- Possess reasoning ability to define problems, collect data, establish facts, draw valid conclusions, and solve problems; and have the ability to interpret an extensive variety of technical instructions in mathematical or diagram form.
- Possess proficiency as a Microsoft Office End-User and possess sufficient computer skills to create, modify, and maintain MS Excel spreadsheets and databases, create reports, develop documents, and communicate via e-mail and virtual applications.

Work Environment:

Ability to work in an environment that may occasionally produce malodors commonly generated in sewage treatment plants. The noise level in this office work environment is usually low to moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.