213: Office Manager

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Section: Job Description

Subject: Office Manager

Approved by: Jean Nowry

Effective Date: 4 June 2009

Last Reviewed Date: 4 June 2009

Policy Owner: Director of Human Resources

Policy

Reports To: **General Manager**

Summary of Responsibilities

1. **Project A Quality Image**
   - Look, act, and sound professional
2. **Deliver Superior Customer Service**
   - Always be cheerful, courteous and follow through.
   - Use every customer interaction as an opportunity to build relationships
3. **Produce Accurate, Timely Records**
   - Produce quality work within deadlines.
4. **Meet or Exceed Company Collection Standards**
   - Diligently follow company credit and collection policies and procedures
5. **Continually Learn**
   - Embrace every opportunity to learn and develop your skills.

Job Functions & Duties

1. **Deliver Superior Customer Service**
   - Train and supervise the Customer Service Specialist in Company Policies and Procedures for handling customer concerns, leads, cancellations and scheduling reinspections and WDO's.
   - Act as backup to the Customer Service Specialist, answering customer calls by the second ring, and with a smile in your voice.

Note: All calls for extra service (complaint calls) must be responded to the same day received and resolved within 24 hours or at the convenience of the customer.

1. **Produce Accurate, Timely Records**
   1. Prepare and balance the Daily Operating Report (DOR) by 10:00am
      1. Balance the DOR to the lead log, backlogs, Deposit Log, Payments in Total report and Completed Billing/Production in Total by Service Group report.
      2. Ensure the previous day's production and sales have been processed and summarized Adjust the backlogs for activity
   2. Make the bank deposit by 2:00pm
      1. Pick up the mail each morning, open and sort.
      2. Make check copies, prepare the deposit and update the deposit log.
      3. Report the deposit amount, including credit cards, via the intranet to Corporate by 12:00pm
   3. Process Accounts Payable Vouchers daily and forward to the Corporate Office within 72 hours of receipt.
      1. Reconcile Petty Cash and submit A/P voucher for reimbursement weekly.
      2. Review invoices for accuracy and compare to purchase order, receiving documents and CER(s) if applicable.
      3. Complete the A/P voucher and determine the proper account coding in accordance with Policy and Procedure #406, Accounts Payable –Processing Invoices.
      4. Obtain General Manager's approval on all A/P vouchers.
      5. Copy Accounts Payable Vouchers and invoices for service center files.

6. Forward original Accounts Payable Vouchers, invoice, packing list and purchase order (CER if applicable) to Corporate Accounts Payable Department.
7. Complete Summary of Purchases form for all M&S purchases.

4. Prepare all personnel forms and paperwork on all new hires, changes of status and terminations in accordance with Company Policies and Procedures.
    1. Assist in interviewing and testing on applicants as necessary.
    2. Ensure pre-employment packages are complete prior to submitting to the Corporate Office.
    3. Process new hire packages and forward to the Corporate Office within 24 hours of hire.
    4. Process termination paperwork and forward to the Corporate Office within 24 hours.
    5. Maintain Team Member Attendance Calendars.

5. Prepare and Post Allowances, Refunds and Adjustments
    1. Process payment corrections, PIA discounts, bad debts, allowances and miscellaneous adjustments per end of the month closing instructions in accordance with Policy and Procedure #701, Pest Prevention Collection & #901, Lawn Collection and forward to proper authority for approvals.
    2. Post allowances and miscellaneous adjustments after all approvals have been received.

6. Prepare Journal Vouchers, insuring proper account coding and authorization. Forward all Journal Vouchers to the Corporate Office with the closing package.
7. Process Payroll according to Policy and Procedures #404A, Production Commission Report – Residential & Commercial and # 404B, Production Commission Report – Lawn Tree & Shrub Care.
    1. Generate payroll reports
    2. Gather all time sheets and review for accuracy
    3. Prepare the commission reports and payroll recap summary double checking for accuracy
    4. Obtain General Managers signature on the payroll recap, time sheets and commission reports
    5. Forward the signed payroll recap, time sheets and commission reports to the Payroll Administrator by the 2nd business day of the following month.

8. Month End Processing
    1. Ensure all production, sales and cash receipts are posted and balanced prior to closing
    2. Update the Service Center Sales Recap by the end of the 1st business day of the following month.
    3. Complete the Route Performance reports and forward to Corporate by the 3rd business day of the new month.
    4. Complete the closing package check list and forward all items to corporate by the 2nd business day of the following month.

2. **Meet or Exceed Company Collection Standards**
    1. Monitor and collect customer account balances according to Policy and Procedures #701, Pest Prevention Collection; #802, Termite Collection; #806, Annual Renewal Collection, and #901, Lawn Collection.
    2. At the beginning of each month, run the Debit Management report and review for accounts requiring follow-up.
       In accordance with Company Policies and Procedures spend at least one hour each day on collection efforts to include phone calls and letters.

3. **Other Responsibilities**
    1. Train, supervise and mentor the Customer Service Specialist(s).
    2. Ensure all damage claims are processed timely and accurately.
        1. With the General Manager, review all claim information gathered by the Customer Service Specialist to ensure completeness and forward to the Claims Department.
        2. Act as liaison between the contractor doing the repair work, the customer and the Claims Department.
        3. Follow up to make certain the contractor is paid and the claim is processed.
    3. Ensure all workers compensation claims are processed timely and accurately.
        1. Notify the Claims Department, General Manager and Regional Manager within 24 hours of all work related injuries.
        2. Ensure prompt and accurate completion and transmittal of the Notice of Injury form.

3. Act as liaison with the Claims Department and General Manager in communicating patient's care and prognosis.

4. Order office supplies and forms as needed.
5. Other duties as assigned

Minimum Qualifications: Education, Experience, and/or Training

1. **Education**
   - High School Diploma or GED required, College degree preferred.

2. **Experience**
   - Must have strong management background with at least 3 years of previous experience in overseeing the administration of a high volume office or business.

3. **Skills**
   - Strong organizational and communication skills required. Knowledge of MS Office software and typing of 45 wpm preferred.

THIS DESCRIPTION MAY NOT BE ALL INCLUSIVE AND TEAM MEMBERS ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTIONS AND DUTIES MAY BE MODIFIED WHENEVER DEEMED APPROPRIATE BY MANAGEMENT.

My signature below is acknowledgement that I have read and understand the job functions and duties of this position as outlined in the job description.

Team Member’s Name (Print) _____ Date_____

Team Member’s Signature_____ Date_____

Manager’s Signature_____ Date_____

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