

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE MANAGER SCHOOL NUTRITION SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs technical, administrative, and supervisory work to coordinate and provide leadership for the administrative and technical support operations of the School Nutrition Services Department. Work involves supervising, coordinating, and participating in a large variety of complex clerical, technical, and administrative duties reaching into most parts of the organization. Within the limits of the employee's assigned authority, the employee is expected to analyze and resolve problems independently. The employee is expected to devise methods to produce the anticipated results. Employee is also responsible for assimilating information from a variety of sources to compose letters, generate reports and provide informational data. Unusual situations arise with some frequency requiring discretionary judgment, analysis and independent action. Reports to the Director – School Nutrition Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Coordinates workflow and communication in SNS office and between central office, cafeterias, other district departments and community contacts.

Supervises support personnel and oversees all administration and technical support for SNS. Serves as liaison between leadership team and support personnel.

Provides leadership and coordinates technical support responsibilities to ensure office runs smoothly and SNS meets its mission and goals.

Conducts regularly scheduled meetings and training sessions with support personnel. Attends leadership team meetings and other scheduled meetings as necessary.

Coordinates cross training and staff development for support personnel.

Prepares and maintains department master calendar of on-going deadlines, special events and projects. Tracks progress and monitors status of on-going projects to facilitate timely completion.

Registers staff for conferences and workshops, and makes appropriate travel arrangements.

Maintains inventory and initiates orders for office supplies and forms.

SNS – OFFICE MANAGER

Prepares annual payroll schedule and workday calendar.

Oversees the review of departmental time sheets and Turnaround Documents; contacts appropriate personnel to clarify or resolve discrepancies in data received and corrects inaccuracies.

Processes leave requests and extended employment agreements; keeps track of leaves of absence; and serves as liaison with Personnel and Payroll departments.

Designs and prepares department forms, spreadsheets, charts and graphs using a variety of computer driven word processing, spreadsheet, file maintenance and graphics programs.

Researches and compiles information; establishes and maintains effective record keeping systems for department; maintains file of current forms and reviews need to revise forms.

Maintains and updates various administrative manuals and notebooks for internal and external use.

Gathers information and prepares newsletters; designs posters, brochures, and correspondence using desktop publishing.

Coordinates the preparation, duplication, packaging, and distribution of department correspondence, forms, training materials, recipes, supplies and computer printouts.

Updates recipes and maintains current school recipe files.

Types menus and coordinates transfer of information to menu printer; coordinates delivery of menus to schools and the media; serves as resource on menu inquiries from public.

Alerts support personnel to department needs and concerns; represents support personnel at leadership team meetings.

Screens and independently handles calls by providing information or referring callers to appropriate department, school or program official.

Performs a variety of administrative functions involving public contact and office management to provide administrative support and leadership to the Director – School Nutrition Services.

Answers questions from employees or the public concerning policies, procedures or deadlines; explains the use of records or information.

SNS – OFFICE MANAGER

Screens and routes materials addressed to the Director according to the content of communications; composes responses to incoming correspondence and composes letters and memorandums for the Director's review.

Receives, prepares and maintains files of a variety of confidential and routine correspondence, records, and files.

Administers assigned special, recurring or regular projects; completes reports as needed.

Trains staff in use of various software programs.

Coaches and counsels support personnel.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school with at least 10 years of progressively responsible experience in secretarial and administrative work, including office management with experience in the operation of computer-driven word processing, spreadsheet and file maintenance programs preferred; or completion of an associate's degree program in secretarial science or business administration with at least 6 years of experience in secretarial and administrative work, including office management; or graduation from a four-year college or university, preferably with a major in business administration, public administration or a related field and 1 - 3 years of experience in a related field; or an equivalent combination of experience and training.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, copier, etc. Must be able to exert up to 50 pounds of force occasionally and a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical requirements are consistent with those for Light work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

SNS – OFFICE MANAGER

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, manuals, invoices, etc. Requires the ability to prepare correspondence, reports, forms, evaluations, procedures, manuals, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; and utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment and hand tools. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

SNS – OFFICE MANAGER

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the operations and activities of the department.

Thorough knowledge of and ability to use grammar, vocabulary, spelling and punctuation.

Thorough knowledge of office practices and procedures.

Considerable knowledge of common word processing, spreadsheet and file maintenance programs.

Considerable knowledge of the current literature, trends, methods and developments in the area of office administration.

General knowledge of the principles of supervision, organization and administration.

Skill in counseling and developing staff.

Ability to evaluate existing programs and procedures and make recommendations for improvement.

Ability to accurately interpret state and federal regulations and school policies.

Ability to use common office machines and popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to maintain complete and accurate records and statistics and to develop meaningful reports from that information.

Ability to effectively express ideas orally and in writing.

Ability to exercise considerable tact and courtesy in frequent contact with the public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.