

Trailblazer Joint Powers Board POSITION DESCRIPTION

Title: Office Manager
Reports To: Executive Director
Directly Supervises: Fiscal Supervisor
Indirectly Supervises: Fiscal Support, Office Support, Transit Dispatchers
Pay Status: Exempt (salaried)

Job Summary:

The Office Manager is a higher-level position that focuses on the administrative and financial responsibilities of the transit system. Work is performed primarily in an office setting at a Trailblazer facility (i.e. no remote work). Occasionally, the Office Manager may work in the field (e.g. on a transit bus) or participate in off-site trainings, conferences, or presentations. The Office Manager's duties overlap and coordinate with other managerial positions.

Responsibilities and Duties:

1. Government Procurement – Responsible for following all policies and procedures in accordance with the organization's formal procurement policy to maintain minimally acceptable compliance with federal and state regulations; develops and maintains efficient and cost-effective procurement methodologies for purchasing all goods and services; produces Independent Cost Estimates and all required bidding documents including RFPs and RFQs; creates, approves, and manages vendor contracts; maintains records; monitors inventory of supplies; completes all required paperwork.
2. Operations Support – Provides general employee training and supervision; facilitates resolutions to employee performance issues and customer complaints; helps with the administration of the drug and alcohol testing program; schedules repairs for the computer network, telephone system, 2-way radios, and other equipment; serves as a backup manager for scheduling vehicle maintenance and assigning buses to drivers; ensures dispatcher, driver, and fleet maintenance duties align with the requirements specified by financial stakeholders and regulatory agencies; helps with marketing activities, including presentations.
3. Risk Management Support – Assists with video reviews for accidents, incidents, and complaints; participates in the investigation, response, and resolution to such matters.
4. Supervision of Financial System – Oversees all accounts payable and accounts receivable activities; ensures proper internal controls are in place and are being followed.

For clarification, the Office Manager supervises other employees who primarily perform the duties listed below. Subsequently, the Office Manager also needs to perform these duties.

- A) Accounts Payable – Authorizes expense transactions for a third-party CPA firm; codes expenses to proper line items; confirms purchases that are made; monitors accuracy of invoices; prepares bills to be paid; delivers paperwork to CPA firm.
 - B) Accounts Receivable – Authorizes revenue entries for CPA firm; monitors revenue tracking; records incoming payments; resolves billing problems with customers; monitors integrity of billing data; reviews bills to be sent out; executes internal effort to collect on accounts; works with collections agency on past-due accounts.
 - C) Banking – Prepares bank deposits; maintains deposit records; manages accounts.
5. Payroll and Benefit Administration – Processes time sheets; enters payroll data; monitors direct deposit activity; reviews payroll reports; helps with benefit enrollment and changes.

6. Funding Administration – Assists with the preparation of annual budgets; completes applications for funding; enters and reconciles data for reports; conducts research for expense and revenue forecasting; provides support for audits; monitors financial transactions; ensures compliance with stakeholders including MnDOT and the Federal Transit Administration.
7. Completes Reports and Paperwork – Helps with a variety of financial, human resource, and insurance reports; assists with processing daily operating paperwork.
8. Conducts business in a professional, courteous manner with all contacts including but not limited to customers, co-workers, the general public, and other agencies.
9. Performs other duties as assigned.

Required Training Provided by Employer after Hire:

- Anti-harassment and Respect in the Workplace Training.
- Substance Abuse Awareness and Reasonable Suspicion Training for Drugs and Alcohol.
- Drug and Alcohol Program Management Training.
- All other training as required.

Minimum Qualifications:

- Four-year postsecondary degree in management, accounting, finance, or related field.
- Minimum of three (3) years of work experience in an office management or related position.
- Excellent reading, writing, and basic mathematical skills.
- Excellent organizational skills and attention to detail.
- Excellent decision-making and problem-solving skills.
- Excellent leadership, communication, and customer service skills.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. The employee is frequently required to sit, talk, and hear. The employee is also required to walk, to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this position include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee typically encounters while performing the essential functions of the job. The employee generally works indoors in an office setting. The noise level in the work environment is usually moderate.

Federal Safety-Sensitive Classification:

This position is not classified as safety-sensitive and is not subject to federal drug and alcohol testing laws. However, Trailblazer Joint Powers Board does require pre-employment and annual criminal background checks for this position.

The duties listed in position descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, reasonable, or a logical assignment to the position.

This position description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer change.