

LIVINGSTON COUNTY JOB DESCRIPTION

OFFICE MANAGER – HEALTH

Supervised By: Deputy Health Officer/Director of Environmental Health

Supervises: Functions as a designated office leader

Department: Health Department

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the Deputy Health Officer/Director of Environmental Health, this position is responsible for performing and coordinating administrative support efforts in the Environmental Health Division of the Health Department. Responsible for leadership of administrative support staff and oversees general front desk operations to provide exceptional service to the general public.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as a formal leader of administrative support staff of the Environmental Health Division by managing the day-to-day work, including the review and evaluation of job performance and other employee relation matters. Also, in consultation with the Director of Environmental Health participates in the interviewing and hiring process of vacant clerical positions as well as employee discipline.
2. Coordinates the work assignments of administrative support staff, including the review and approval of requested time off and the coordination of work schedules to ensure service delivery.
3. Schedules inspections and other appointments for professional staff.
4. Acts as the lead cash handler for the Division and reconciles payments with the Financial Services Coordinator.
5. Recommends changes to Environmental Health policies and procedures to increase efficiencies and improve customer service. Develops standard operating procedures to implement the recommended changes and trains appropriate staff, which may include professional staff, on these changes.

6. Prepares monthly activity reports as required by the State of Michigan for activities within the Division. Develops reports within the Division's various software programs to accurately pull the representative data required for the reports. May directly consult with the software provider to develop new or more complicated reports.
7. Coordinates preparation for Board of Appeal Hearings, which includes the review of application materials, coordinating professional staff review, and scheduling.
8. Trains administrative support staff to perform the duties associated with each position.
9. Provides backup to administrative support staff in their absence, including answering phones, directing customer inquiries, and issuing permits.
10. Responsible for completing other tasks as described herein, or delegating tasks to administrative support staff where appropriate.
11. Prepares materials and assists in the licensing process for food service providers in the county with the Food Program Coordinator. Organizes all receipt of applications and proper processing of payment.
12. Acts as FOIA coordinator for the Environmental Health Division. Coordinates with County FOIA coordinator per FOIA policy set by Board of Commissioners.
13. Maintains and organizes office contracts and tracks contract status, including pertinent dates and milestones.
14. Performs basic office duties such as copying, filing, faxing, typing standard documents, preparing, sorting, distributing mail, and entering data into various software programs or spreadsheets.
15. Manages document archival system. Categorizes records to be filed, and scans contracts, permits, and other records using document management system. Assists other professional staff on functionality of the system as needed.
16. Performs other duties as directed by the Director of Environmental Health.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma supplemented by vocational or college-level training in office

management or similar discipline and four years of experience in providing administrative support in a complex customer service-focused operation.

- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Skill in effectively communicating ideas and concepts orally and in writing. Must demonstrate technical writing skills.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- A level temperament which allows for effective communication with upset customers and ability to de-escalate heated encounters at the front counter.
- Ability to assess situations, solve problems and work effectively under stress and within deadlines.
- Notary Public in the State of Michigan.
- Knowledge of the principles and practices of providing administrative support and customer service in environmental or public health.
- Knowledge of general office procedures, supervisory principles, maintaining files and records, and basic math skills.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, the County's financial software, permitting software, project management software, and other programs utilized by the Environmental Health Division.
- Ability to plan and organize the work of others.
- Ability to work with multiple priorities and meet frequent work deadlines.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or

feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.