

## Position Objective and Responsibilities

### Job Title: Office Manager

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Reports To: \_\_\_\_\_ in the  
\_\_\_\_\_ department.

### Position Objective

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The office manager will direct and coordinate the office in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

### Position Responsibilities

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The office manager's responsibilities involve supervision, operations, reporting, payroll, maintenance, and other duties as assigned by management.

The office manager will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

### Supervision

Supervision involves establishing and communicating department goals and results to employees, staffing the department and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

#### **Establish and communicate department goals and results to employees**

1. Establish department goals with assistance from the general manager
2. Conduct department planning and updating meeting within \_\_\_\_\_ weeks of fiscal year end
3. Conduct department planning and reporting session within \_\_\_\_\_ days upon receiving the monthly management report

**Staff department and delegate work load to meet market requirements**

1. Establish and update job descriptions for all positions within the department
2. Recommend selection of employees based on job requirements
3. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
4. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

**Actively support employee growth**

1. Schedule and supervise orientation for new department employees
2. Update employees regularly on new product knowledge
3. Identify in writing annually training needed for individual employees
4. Discuss performance \_\_\_\_\_ with each department employee
5. Complete and administer a yearly merit review with each department employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

**Uphold cooperative policies**

1. Uphold all cooperative policies
2. Ensure that department facilities and equipment meet all federal, state, and OSHA regulations
3. Develop and update a regular maintenance schedule for all department facilities and equipment

**Operations**

Operations involves the efficient management of office operations.

1. Lay out a general work schedule for each employee and make daily work assignments
2. Establish a proper filing system, require office employees to use and maintain the system, and ensure that files are cleaned of old records annually
3. Ensure that incoming and outgoing mail is handled properly and that urgent items are addressed promptly

4. Be aware of new office methods and procedures, and recommend and adopt them when practical
5. Require employees to maintain good customer relations

### **Reporting**

Reporting involves preparing and submitting all required operational reports to the cooperative manager by agreed upon dates.

1. Prepare monthly financial and operating statements for board reports and submit them to the cooperative manager by the \_\_\_\_\_ of each month
2. Prepare and submit all reports as requested by the general manager
3. Prepare all required daily, monthly, and quarterly reports, including but not limited to social security and fuel tax reports, with no missed deadlines
4. Ensure daily that cash is properly accounted for
5. Prepare vouchers and/or other invoice payable records

### **Payroll**

Payroll involves preparing payroll checks and government reports.

1. Prepare all payroll checks accurately and on time, including all government reports

### **Maintenance**

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Maintain a clean and attractive office, including floors, windows, walls, desks, and files
3. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
4. Arrange seasonal displays

**Other Duties**

The office manager will perform other duties as assigned by management and will enforce and uphold the cooperative's credit policy.

**Perform other duties as assigned by management**

1. Perform duties as requested by the general manager

**Enforce and uphold the cooperative's credit policy**

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current