



JOB DESCRIPTION  
**ADMINISTRATIVE OFFICE MANAGER**

<b>Programs:</b>	Intensive Community Rehabilitative Services Targeted Case Management Services Care Coordination Administration	<b>Classification:</b>	Non-Exempt
<b>Reports To:</b>	Finance & Administration Director	<b>FTE:</b>	1.0 fte
		<b>Pay Grade:</b>	xx

**Position Summary**

This position provides administrative support and receptionist services to executive management and other staff. Oversees and manages all office procedures and other tasks assigned to ensure administrative effectiveness and efficiency.

**Essential Job Functions**

**Agency**

- Maintain the vision, mission and values of TMH
- Remain up-to-date regarding the various programs of TMH
- Remain up-to-date regarding agency policies and procedures and perform all functions in accordance with TMH policies and procedures.
- Provide the highest quality of customer service consistent with TMH's values and standards.

**General Office & Reception Coordination**

- Establish positive, welcoming, clean, professional and business appropriate healing environment.
- Answer phones and direct all incoming calls and any voicemails, messages or faxes to appropriate party promptly and efficiently.
- Anticipate administrative and program needs to maintain efficient organization of office operations, scheduling, meetings, materials and supplies.
- Maintain a collaborative relationship with program and administrative teams. Provide help to other staff as needed.
- Process incoming, outgoing and interoffice mail.
- Maintain organization and inventory of supplies and forms. Create and edit forms, as needed. Develop annual supplies budget. With management, monitor actual expenses against budget. Provide oversight for purchasing of supplies, maintenance, etc. according to established budget.
- Maintain understanding of office equipment, including but not limited to computers, telephones and printers. Train staff, assist with problems and coordinate service as needed.
- Participate in creating an overall positive community atmosphere with other staff and clients.
- Complete agency required trainings, both upon hire and annually.

**Program Support**

- Assist clients with basic problem solving strategies to clients on the phone or in person. Assist and/or coordinate communication between clients and staff.
- Observe client behavior and physical and emotional symptoms and inform program staff of changes, as needed.
- Provide administrative support for psychiatrist, including scheduling, appointment follow-up, greeting and other responsibilities.
- Manage client program enrollment & insurance enrollment and authorization requests. Ensure client record and insurance information is current and accurate in electronic records system.
- Maintain a variety of program records, including vehicle records and client bus cards.
- Follow established program and agency protocols, policies and procedures. Provide program staff with thorough, timely, legible, accurate, objective information. Prepare various internal and external reports.
- Maintain understanding of electronic record system, and organize and manage information, database components, attachments, forms, etc... as needed or assigned.
- Maintain an ongoing, collaborative relationship with county entities for the purpose of understanding, improving and/or developing efficient protocols for processes like intakes, discharges, bus card procurement, etc...
- Team administration coordination around managing and organizing various pieces of ICRS/TCM and CC administrative processes involving staff from both teams.

**Other Duties**

- As assigned.

**Physical Requirements**

The work of this position entails the use of standard office equipment. The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure client welfare and development. This position requires the ability to drive an automobile occasionally. The incumbent must be able to remain in a static position, use fingers and use repetitive motions up to 2/3 of the hours worked; reach, stand, walk, push, pull, lift, grasp, carry and drive up to 1/3 of the hours worked. The incumbent must also be able to lift up to 25 lbs from the waist, knee or floor.

**Qualifications****Education and Experience**

- Bachelor's degree or additional post-secondary training in business administration required.
- Minimum 2 years previous administrative support work experience required.
- Experience working with people who have mental illness or other disabilities preferred.

**Knowledge, Skills and Abilities**

- Project a professional image through in person and telephone interaction. Excellent interpersonal skills and ability to communicate effectively and persuasively orally, in writing and on both an interpersonal and group level.
- Able to assist clients with basic problem solving strategies to clients on the phone or in person. Ability to intervene appropriately in crisis prevention and de-escalation when necessary. Able to maintain appropriate professional boundaries with clients.
- Experience in handling a wide range of administrative and support related tasks. Able to handle details of a highly confidential and critical nature and function efficiently and effectively in a fast-paced professional environment while providing a strong attention to detail.
- Able to work independently, proactively, and resourcefully with little or no supervision. Ability to independently manage multiple tasks and projects with competing priorities and deadlines. Strong decision making ability.
- Excellent calendar management skills, including coordination of complex executive meetings and appointment scheduling.
- Advanced computer skills, including use of Microsoft Office suite.
- Ability to be available during regular business hours, 8:30 to 4:30.

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The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the essential requirements of the position. Job incumbents are required to perform other functions not specifically addressed in this job description.

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Signature

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Date