



<b>Job Title:</b>	Office Manager	<b>Position Type:</b>	Full Time Exempt
<b>Department:</b>	Office	<b>Vehicle Required?</b>	N/A
<b>Salary Range:</b>	\$35,000-40,000/Annually	<b>Hire Date:</b>	
<b>HR Contact:</b>		<b>Termination Date:</b>	

### Job Description

#### ROLE AND RESPONSIBILITIES

The Office Manager will coordinate the office, act as bookkeeper, and maintain reception area.

#### OFFICE MANAGER

- Inventory all essential office products
- Innovate and maintain all office services by organizing office operations and procedures to improve efficiency
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records
- Information technology-ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware and software
- Designs and implements office policies by establishing standards and procedures by measuring results and making necessary improvements

#### RECEPTION

- Communicate with all customers as needed. A call back the same day is expected as acceptable communication and superior service
- Pre-qualify customers and coordinate an appropriate consulting time with an estimator
- Communicate any rescheduling requirements from the customer
- Handle all customer complaints immediately, and correct any situations in which a customer is unhappy
  - If office staff cannot resolve a situation, they will contact the appropriate party on the same day of receiving the complaint
- Check mail daily and distribute as necessary
- Greet all customers, clients, vendors, and staff when they enter the office

#### BOOKKEEPER

- Responsible for all bills and company transactions
- Deposit any income
- Review all invoices for both vendors and customers
- Complete all year end accounting activities in the accounting system
- Scrub all general ledger codes to make sure everything is correctly coded
- Enter all monthly expense reports
- Send all pertinent information for the business' taxes to the company's CPA in a timely manner
- Pay all quarterly and yearly taxes on time



- Responsible for all payroll related activities

**EDUCATION REQUIREMENTS**

- Must be at least 18 years of age or older and provide a valid form of identification
- 1+ years working in an administrative role
- 1+ years working in a financial role
- Advanced understanding of Microsoft Office products
- Intermediate to Advanced understanding of Quickbooks Accounting Software

**PREFERRED SKILLS AND QUALIFICATIONS**

- Bilingual Spanish (strongly preferred but not required)
- Maintain M&E Painting’s culture of high performance and commitment to quality
- Display exceptional customer service with all clients
- Display excellent organizational, time management, and problem-solving skills
- Ability to work accurately and meet deadlines with frequent interruptions
- Display effective written and verbal communication skills
- Display strong interpersonal skills and the ability to work with a variety of personalities
- Self-starter; Be able to work with little direction
- Exhibit flexibility, creativity and resourcefulness with sound business acumen to create positive, collaborative culture within the team
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Identify complex problems and review related information to develop and evaluate options and implement solutions

**ADDITIONAL NOTES**

- Must be comfortable speaking on the phone regularly
- Must be able to work 9AM-5PM Monday-Friday

Employee Signature:	Click here to enter text.	Date:	Click here to enter text.
Reviewed By:	Click here to enter text.	Date:	Click here to enter a date.
Approved By:	Click here to enter text.	Date:	Click here to enter a date.
Last Updated By:	Click here to enter text.	Date/Time :	Click here to enter text.