



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## POSITION ANNOUNCEMENT

(This is not a job description)

### OFFICE OPERATIONS MANAGER

**CLOSING DATE:** May 15, 2018    **LOCATION:** Eureka, CA.    **POSITION:** Full Time

**TO APPLY:** Submit letter of interest, resume and application to:

**Redwood Coast Regional Center**

Attn: Human Resources Manager

1116 Airport Park Blvd.

Ukiah, CA 95482

FAX 707-462-4280 or email [HR@redwoodcoastrc.org](mailto:HR@redwoodcoastrc.org)

**SUMMARY OF POSITION:** Under the direction of the Director of Administration, responsible to analyze, organize and manage office operations to keep agency accessible, supportive and safe for staff and clients; to provide support services and provide direction and supervision of support staff on a daily basis to ensure the efficiency of the agency.

#### **MIN. QUALIFICATIONS:**

Education and Experience: Requires and AA degree in a business-related field, or six years experience performing similar tasks. Additional education/training related to computer use, software applications and management skills are also required.

Knowledge and Abilities: Ability to communicate effectively, both orally and in writing; ability to prioritize and manage multiple projects simultaneously. Requires ability to work as part of a team. Requires the responsibility to act with minimal supervision as a representative of RCRC. Ability to oversee staff duties, prioritize for efficiency, train new staff, anticipate needs of the agency and prepare for them. Knowledge of computer software, specifically Microsoft Office programs and a database program.

Other Requirements: Travel, including overnight trips is required for this position may be required to our four-county area. This position requires reliable transportation, possession of a valid driver's license, minimum insurance requirements prescribed by law or ability to provide for independent transportation.

Background check will be required prior to employment.

**SALARY RANGE:** begins at \$3124 per month. 8 step range

**BENEFITS:** Accrual of vacation/sick leave hours, holiday pay, health ins., dental ins., vision ins., life ins. long term disability ins. Flexible Spending Account and CalPERS retirement program. See HR for details.



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**POSITION TITLE:** OFFICE OPERATIONS MANAGER

## **SUMMARY OF POSITION:**

To analyze, organize and manage office operations to enable Redwood Coast Regional Center offices to (1) remain accessible, supportive and safe for Regional Center clients, families, staff, service providers and community members, (2) support overall Agency operations by the provision of needed support services to enable the agency to operate in an efficient and effective manner, and (3) provide direction and supervision of support staff in implementing the above duties.

## **MINIMUM QUALIFICATIONS:**

AA degree in business-related field, or six years of experience handling similar tasks, is required. Additional education and/or training related to computer use, computer software applications, and management skills is also required.

Ability to communicate effectively, both orally and in writing.

Ability to prioritize and manage multiple projects simultaneously.

## **JOB DESCRIPTION AND DUTIES:**

### Access

- Ensure safe and easy access to the building for all parties.
- Provide keys or program (and delete) electronic keys for staff.

### Alarm/Security Systems

- Ensure proper operation of office alarm and security systems.
- Maintain and repair the alarm/security systems as needed.
- Train staff on the use of the alarm/security system.

### Audits

- Assist in preparation for fiscal and program audits.
- Oversee and arrange retrieval, copying of client charts/material and the timely transport to audit locations.
- Return audit files to original file locations.
- Set up/take down work area for the auditors, including working with the Network Administrator to ensure the auditors have computer access.

### Banking & Cash

- Maintain Journal and Daily Cash Receipts.
- Make daily bank deposits.

### CEDRs

- Work with support staff, service coordinators and community resource staff to correct noted CEDR errors. Problem-solved why errors are occurring and provide needed training.



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## Communications

- Provide thorough and timely communication with staff regarding office issues.
- Provide training to staff on use of communication equipment (telephones and MicroSoft Office).

## Files/Filing

- Oversee the filing function to ensure filing is timely and accurate.
- Purge and dispose of old records.
- Formulate procedures for systematic retention, protection, retrieval and document imaging of client records.

## Forms

- Update and post agency-wide forms on the agency shared-folders.

## Information Systems

- Provide information and backup assistance to IT staff on agency network issues and computer issues as needed.

## Inventory

- Work with the agency's Property Custodian (Controller) when ordering and receiving equipment and furniture.

## Leases

- Be familiar with office leases and ensure compliance by both parties.
- Interface with landlord as needed regarding office issues.

## Liability Insurance

- Be familiar with the agency's liability insurance coverage.

## Miscellaneous Duties

- Provide support for miscellaneous duties as requested by the Director of Administration.
- Arrange for miscellaneous errands as appropriate and needed.

## Office Issues

- Oversee daily operations of buildings and maintenance both inside and outside of the building(s). This may involve leases and office building contracts, general contractors, computer network consultants and other state, city and community agencies.
- Research, plan, implement and update all office flow systems both electronic and manual, including mail, inter-office mail, e-mail, fax, outsourcing of medical reports, filing systems and general office data base systems. Troubleshoot with parties as appropriate.
- Work with the Director of Administration on all office remodels and relocations.
- Coordinate maintenance/repair/replacement of office furnishings, including but not limited to floor and window coverings, etc.
- Facilitate approved staff's office moves.
- Coordinate response to unplanned urgent/emergent facility needs (plumbing/toilet issues, replace broken windows/doors, etc.)



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- Maintain office interiors in a professional appearance, including painting, furniture, floor coverings, art, etc.
- Monitor exterior office appearance and notify the appropriate party when maintenance or repair work is needed.
- Ensure janitors have all needed supplies, including but not limited to bathroom supplies and cleaning supplies.
- Change clocks, security system, phones, HVAC settings, etc. for daylight savings time changes.
- Address issues with pest control etc.
- Monitor usage of space heaters.
- Send reminder memos to staff about building issues as needed.
- Make the offices look professional, neat, tidy and safe.
- Work with office schedulers to ensure efficient use of office space for clinics, visiting professionals, trainings, team meetings, etc.

## Office Machines

- Maintain lease agreements for all office machines.
- Order needed supplies, maintenance and repairs for all office machines.

## Personnel

- Hire, train and supervise necessary staff to guarantee efficient and effective general office operations, including reception and other support functions.
- Orientation for new support staff, ongoing on-the-job training for all support staff, and coordination of off-site training and/or conference or workshop attendance by support staff, including office safety, office policies & procedures and use of office equipment.
- Provide annual performance appraisals for all supervised staff.
- With the appropriate approval, hire temporary staff as needed.
- Ensure compliance with ADA regulations and office ergonomic policies.
- Provide back-up for support staff, Administrative Assistants and Unit Assistants as needed.

## Phone System

- Program phone for new hires.
- Report not working/poorly working phones/phone system.
- Maintain and manage AT&T teleconference services.
- Maintain staffs' voicemail messages.
- Liaison with the agency's answering service and ensuring the phone system is coordinated with On-Call duties.

## Processes

- Assist with agency wide projects and processes as needed. This may include, but is not limited to, bulk mailings.



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## Safety

- Act as a designated member of the office's safety committee and Incident Command team.
- Monitor smoke alarms and check fire extinguishers monthly.
- Update information and supplies in emergency kits.
- Arrange for safety training for staff and IC team.
- Work with local Red Cross, Fire Departments and Police regarding office safety.

## SANDIS

- Handle technical functions and training of support staff and service coordinators regarding their use of SANDIS.(Database Software)

## Supplies

- Coordinate requisition of supplies and research and purchase of office equipment
- Southern Office Operations Manager only: Order stationary, business cards, 1099 forms for agency use and checks for all five agency offices.

## Utilities

- Interface with utilities for service, maintenance and billing issues.
- Ensure proper operation of office HVAC and other systems.

## **OTHER REQUIREMENTS:**

This position requires reliable transportation, possession of a valid drivers' license, minimum vehicle insurance as prescribed by law OR the ability for independent transportation.

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 40 lbs with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for operation of an automobile, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment and to cope with complex and often stressful situations.

## **TRAVEL:**

Significant travel throughout all four counties and to state meetings is required, including overnight travel.

## **SUPERVISION:**

Supervision of the Office Operations Manager is provided by the Director of Administration.