

Job Description – Office Manager

Place of Employment: Loving Homecare Office, and houses of clients and prospective clients as needed

Accountable to Loving Home Care Reports to President/Owner

Job Summary: Under the supervision of President/Owner, the Office Manager will provide oversight of the business office activities including the support of the Service Coordination Team functions, client billing, staffing and payroll, management of all office vendors, client relations, coordination (and attendance in President/Owner's absence) of prospective client appointments, and to share a rotation in handling out-of-office-hours calls during evening and weekend hours on a monthly basis.

Work Hours: This position may exist as an Office Manager Level 1, which is a 25-40 hour per week position (non-exempt), with hours worked normally being during company office hours (8:30-5:00 pm). Shifts during evenings and weekends may be required for visiting clients and/or prospective clients. Also required to performing answering and response to inbound company phone calls on weekday non-business hours and weekends on specific assigned dates (typically 5 weeknights and 2 weekend days per month).

An Office Manager Level 2 is a 40+ hour per week position (exempt), responsible for working during and whenever necessary, outside of company office hours (8:30 am-5:00 pm), to achieve high performance in role responsibilities and expected results. Salaried Office manager is expected to be the default employee for performing answering and response to inbound company phone calls on weekday non-business hours and weekends (and is expected to delegate this to reports or to ask for assistance from President when unable to perform this duty, on vacation, etc).

Work Duties: The following list of duties is a guideline of possible duties to be performed by office manager. The Office Manager duties are not limited to those listed.

A. Office Administration & Compliance (50-60%)

- Identify and recommend strategies, processes, vendors, and operation modifications to improve business efficiency, reduce cost, and improve productivity and revenue
- Manages and ensures payroll and billing is done according to company deadlines and expectations, through direct involvement or managing future staff to whom part or all of payroll and billing may be delegated in the future.
- Ensures that all payroll, billing, and worker's compensation errors or uncertainties are corrected timely and that President/Owner and vendors are informed of corrections of need of corrections and action these parties must take
- Ensures that office operations such as filing and organization, HR (recruitment, hiring, employee accountability, and termination), and state/federal requirements and policies are understood and executed by all employees
- Responsible for facilitating orientation of staff of all business operations, or delegating this orientation to appropriate individuals
- Responsible for the education and training of business office support staff to ensure their knowledge of agency business operations, billing, payroll, and software operations.
- Oversees and ensures that all support functions run with excellence and according to company policies and procedures; assists when needed
- Understands has capability to function in each office staff role
- Ensures staff is appropriately cross trained (for appropriate readiness in case of staff turnover, etc)
- Assures that all client files are current and organized according to state and home care policy and procedures
- Provides feedback, innovative ideas, and process improvement solutions to President/Owner that result in improved efficiency, profitability, growth, and client satisfaction and care
- Assists clients, staff, and caregiver inbound phone calls to the office, offering prompt solutions with professional demeanor
- Participates in monthly rotation to be assigned to handle out-of-office-hours calls during evening and weekend hours on a monthly basis (estimated 5 weeknights and 2 weekend days per month)

B. Supervision and Leadership (30-40%)

- Effectively trains, coaches, supervises, and inspires development of direct reports to perform government and company policies and company goals and standards of service
- Provides motivation and direction to employees (direct reports, peers, and supervisors) by personal example and leadership
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable state and federal employment laws
- Manages company process and performance goals for interviewing, hiring, and training employees' planning, assigning and directing work; evaluating performance' recognizing and rewarding employees; provides appropriate corrective disciplinary procedures and practices in partnership with Human Resources support, addresses complaints and resolves problems between clients and caregivers or office staff and between caregivers and caregivers and office staff
- Ensures annual employee performance reviews are conducted within the first quarter of year end, and that reviews provide specific and honest feedback and clear direction on how each direct report can improve performance and develop skills to grow within organization
- Helps set a healthy, positive, enjoyable, encouraging, and performance focused company culture

C. Marketing and Business Development (5-10%)

- Recruits, interviews, hires, trains and develops future Marketing & Sales Director of company

- Maintains communication with clients, vendors, and other sources of potential new business for company, proactively asking about others with care needs and gathering information to provide follow up to potential new clients
- Handles prospective clients applying for VA Aid and Attendance Benefit in partnership with company's respective vendor for VA Benefit processing
- If Marketing Director and President/ Owner are unavailable, may perform new client home safety assessments and meet prospective clients and stakeholders

Required Qualifications

1. Valid driver's licence and reliable transportation
2. Passing Criminal Background Records Check, complete a Criminal Record Statement LIC 508 with the Department of Social Services for the State of California, and have LiveScan fingerprinting completed or on file with the State of California within the last 3 years
3. Ability to work independently, proactively, and seeks to provide innovative ideas to help improve company care, compliance, efficiency, and performance
4. Excellent and professional communication and listening skills. Ability to understand, navigate, and mediate interpersonal conflict between employees and between clients and employees
5. Compassionate, patient and caring nature
6. Able to work in a stressful environment, and mentally fit to handle demands of families under stress
7. Experience managing offices, including having systems for filing, organization, retrieval, information security, process development and improvement
8. Experience in hiring, developing, and raising up effective new members to the company (both office and caregiver positions)

Preferred Qualifications

1. Previous administrative or leadership experience in the home care/ senior care industry
2. Experience with marketing and business development in the Senior Home Care Industry

General Notes:

The Office Manager is the most senior employee below the President over company operations, personnel, and performance

Position requires being able to make fast and appropriate decisions in emergency and high stress situations

The scope of duties described in this document may not include all duties to be performed by the Office Manager and is subject to change.

 Manager or Supervisor's Signature

 Employee's Signature

 Date

 Date