

**WESTERN VIRGINIA EMERGENCY MEDICAL SERVICES COUNCIL, INC.
POSITION DESCRIPTION AND REQUIREMENTS**

TITLE: OFFICE MANAGER

SUMMARY DESCRIPTION:

The Office Manager is responsible to and will assist the Business Manager and Executive Director in coordinating the various field components of the regional EMS system. The Office Manager coordinates the efficient operation and management of the Council's business office. The Office Manager reports to the Business Manager and supports other Council staff as directed. The Office Manager is the lead administration staff person for the Council, and is expected to exercise tact and judgment while maintaining a friendly, helpful and professional demeanor. He or she must be motivated, resourceful and able to think and work independently and creatively. At least 85 percent of this position's workload is dedicated to meeting deliverables as defined in WVEMS' contracts for services with the Virginia Department of Health, Office of EMS, which includes support for the VA EMS Symposium. Provides support for the staff and deliverables for other contracts, including the Virginia Hospital and Healthcare Association and the Near Southwest Preparedness Alliance.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

Graduation from an accredited high school, supplemented by college or business school coursework in computers, business mathematics, bookkeeping or accounting, and organizational skills. Associates degree preferred. Progressively responsible experience in clerical and/or financial work. Additional experience may be substituted for education. Comprehensive knowledge of the English language, especially its use in the business environment. Thorough knowledge of and proficiency in the operation of small office equipment, to include but not be limited to photocopiers, facsimile machines, postage meters, telephone systems, binders, laminators, and Windows-based computers. Experience in software including accounting packages, particularly the accounting package used by the Council, word processors, spreadsheets, and database applications. Ability to compose and organize reports, correspondence, mass mailings, etc. Basic understanding of general bookkeeping, invoicing and bill-paying procedures using accounting software. Ability to follow complex oral and written instructions. Ability to maintain confidentiality of information.

DUTIES:

1. Serve as the office switchboard operator, evaluating and re-directing inquiries as needed and acting as a resource to EMS providers, agencies, hospitals and local governments in the region.
2. Maintain par levels of expendable office supplies.
3. Perform data entry, prepare reports, process new hires and process bi-weekly payroll, including preparation and review of quarterly unemployment reports, W2s and Form 1099s.
4. Provide clerical support to all office staff.
5. Ensure the proper application of assigned Council personnel policies, including security of records, as well as maintaining and updating changes to WVEMS Employee Handbook.
6. Complete daily entry and reconciliation of credit card/hosting receipts, coding and entry of all standard monthly payables, annual locality funding letters and packets, research and processing of purchase orders.
7. Manage inventory of all resale items.

8. Manage matters related to WVEMS office equipment and maintenance agreements.
9. Responsible to maintain accounting records including payables, deposits, checkbooks, and various files, documenting receipts and disbursements of Council funds by fiscal accounting years to ensure compliance with the Council's Financial Policies and Procedures and accounting and audit standards.
10. Provide IT support and management of an online EMS Symposium registration system, including manual registrations, revenue tracking, refunds, data entry for our annual Virginia EMS Symposium with annual enrollment exceeding 1600, and revenue budget tracking of over \$400,000.00.
11. Assist the Business Manager, Compliance Officer and external auditors as required with matters relating to external audits.
12. Manage and maintain all office equipment in head office and satellite offices, including maintenance contracts and service.
13. Provide daily relevant updates for the Roanoke office electronic messaging board,
14. Prepare quarterly Board Meeting documentation, including updated contact lists for all members of the board, and other non-financial records.
15. Oversee education lending library.
16. Provide IT support for our online CTS system, including the registration of testing candidates, invoicing agencies, and processing credit card payments for fees.
17. Collect all CISM reports from Incident Team Leaders and prepare and submit quarterly CISM reports for contract deliverables.
18. Manage all CE/AUX grant funding tracking, including payables to agencies and/or instructors and quarterly invoicing to OEMS.
19. Perform other duties as assigned by the Business Manager and/or Executive Director.

CLASSIFICATION:

The position is a non-exempt, full-time position. This position is classified as a Grade 9 on the Council's pay scale.