



OFFICE MANAGER - POSITION DESCRIPTION

POSITION SUMMARY

The Office Manager provides secretarial support for the Administrator and other supervisory staff for the facility. Handles all accounting and payroll duties and acts as receptionist.

MAJOR DUTIES AND RESPONSIBILITIES

General:

1. Maintains confidentiality of all financial, personnel and resident data.

Secretarial/Reception:

1. Types correspondence including confidential material. Composes correspondence that does not require supervisor's attention.
2. Organizes workflow through administrative office. Co-ordinates any meetings and schedules appointments as required. Including but not limited to assisting for Annual General Meeting of Labdara Foundation with mailing and membership list. Booking Labdara Foundation and Committee meetings.
3. Completes routine forms as required or directed. Maintains current knowledge of information required by various government or other agencies regarding the residents.
4. Maintains internal records and prepares internal reports for the facility as required.
5. As directed, carries out administrative functions such as staff scheduling, placement of residents, and placing advertisements.
6. Conducts tours of the facility. Keeps records of tours and possible new residents.
7. Prepares and receives courier packages. Including accepting deliveries for Labdara Foundation.
8. Greets visitors and ensure that all visitors sign into the facility and use hand sanitation stations prior to entering and leaving the facility. Directs visitors to the proper location as appropriate. Informs staff of a visitor's arrival. Follows and implements all Infection Control Practices with staff, visitors, support workers, families, etc. Including assisting with rapid testing (if needed).
9. Answers telephones. Places out-going calls as requested. Maintains records as required, e.g. telephone logs.
10. Answers emails. Redirecting emails to appropriate managers.
11. Presents a positive image of the facility to the public.

12. Monitors the comings and goings of residents from the facility.
13. Performs any other duties as assigned by the Administrator.
14. Manages and coordinates receptionists (if applicable)

Accounting:

1. Posts and balances subsidiary ledger(s) such as accounts payable or receivable.
2. Examines and codes invoices or vouchers for proper accounting distribution.
3. Prepares all resident billings. Handles payments from families and all queries concerning billings from residents and/or families.
4. Maintains resident trust accounts in accordance with legislative requirements. Reconciles the trust account monthly and sends to the corporate office.
5. Prepares bank deposits. Handles and balances petty cash for the facility.
6. Manages donations, receiving, depositing/banking, prepares acknowledgment thank you cards, prepares announcement in "Tėviškės Žiburiai", keeps records for annual summary.

Payroll:

1. Calculates and prepares payroll sheets. Identifies pay anomalies from familiarity with facility's practice and obtains resolution from the appropriate authorities.
2. Calculates retroactive pay when required. Maintains knowledge of various pay rates, conditions of collective agreement(s), overtime and sick pay arrangements, holiday pay, etc.
3. Prepares and submits to corporate office all union pension and union benefit programs as per collective agreement(s).
4. Processes and forwards payments withheld for taxes, union dues, employee benefits, etc.
5. Answers routine questions and explains deductions or provides other information to employees or employees' supervisors.

Personnel:

1. Sets up and maintains a personnel file for each new employee as per facility policy.
2. Completes and sends employee information sheet to the corporate office with accurate documentation of union enrolment date.
3. Completes benefit enrolment forms and notifies corporate office of the date of enrolment.
4. Notifies corporate office of any changes in the status of employees (including rate changes).
5. Maintains an accurate account of employee time and sickness records.

6. Acts as liaison with Homes for Special Care field workers.
7. Notifies department heads when employee annual paperwork is due eg education, physicals (if applicable), outstanding paperwork etc.

WORKING CONDITIONS

Considerable periods of concentrated visual attention to figures and documents.

Required to sit in one place for extended periods of time.

Stress resulting from deadlines and frequent interruptions.

On occasion, deals with individuals under considerable emotional stress.

Wearing mask and face shield for prolonged time (as per Infection Control Policies)

KNOWLEDGE, SKILLS, EXPERIENCE REQUIRED

Secretarial skills and experience with office procedure is required.

Must have knowledge of office equipment.

Must have a total understanding of bookkeeping practices and sufficient accounting knowledge to determine proper entries, prepare reports and review records to possibly determine causes of results shown.

The position does not require an accounting designation.

POSSIBLE VARIATIONS

Knowledge of Lithuanian Language an asset.

Knowledge of a second language may be an asset.

Knowledge of Payworks system an asset.

REPORTING RELATIONSHIPS

The Office Manager reports to the Administrator.