Family: Administrative Services  
Level: AM7  
Position Profile Title: Office Manager  
Salary Grade: 4  
Salary Range:  
- Minimum: $41,664.00  
- Midpoint: $56,184.00  
- Maximum: $70,704.00

PROFILE SUMMARY:  
Positions in this job profile are responsible for managing the daily administrative operations for the unit, department or office by providing planning and management of support resources, grant administration and personnel. They serve as the primary liaison between the unit and the Business Center for human resources and accounting/finance transactions.

DISTINGUISHING CHARACTERISTICS:  
The distinguishing characteristics of the Office Manager position profile is the administrative support and oversight of general business operations of a college, school, department, unit, or community-based office of the university. Positions provide and manage general business operations in various administrative support activities within a combination of disciplines, including, routine office support, fiscal, student services and various other functions within administrative support services.

PRIMARY POSITION RESPONSIBILITIES:  
1. Provides administrative management of the day-to-day operations for an office(s) within a college, school, department, center or region of the university.  
2. Fiscal and budget responsibilities, including prepare, reconcile and report to inform leaders making budgetary decisions.  
3. Maintains, generates and manages communication efforts including, but not limited to website, social media, newsletters, external articles and reports.  
4. Ensures compliance with university policy, federal and state regulations and contractual agreements.  
5. Develops processes for effective and efficient workflow and adherence to quality standards.  
6. Supervision of classified and/or professional faculty positions including plan, assign and approve work; rewards/discipline; respond to grievances; hire/fire (or effectively recommend); prepare and sign performance evaluations/reviews.  
7. Acts as the liaison for the functional unit with groups, agents, sponsors, students and other constituents to answer questions and provide information.

PROBLEM-SOLVING AND DECISION-MAKING:  
Problems are varied, requiring analysis or interpretation of the situation. Problems are solved using knowledge and skills, and general precedents and practices.

Decisions may affect a work unit or area within a department or an office within a region; job responsibilities may contribute to business and operational decisions that affect the department.

Decisions impact:  
- Department/unit/center/region/division

Direct team:  
- Students/Parents  
- Community Learners and Stakeholders
Position Profile

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ACCOUNTABILITY:
Results are defined by unit/department/regional leadership, division/college and university mission, vision and strategies; existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Supervision of classified, professional faculty and/or student employees, including plan, assign and approve work; rewards/discipline; respond to grievances; hire/fire (or effectively recommend); prepare and sign performance evaluations/reviews of employees including classified and/or professional faculty

Monitors, informs, reports, reconciles and/or moves funds within budgets.

RELATIONSHIPS WITH OTHERS:
Collaborates and interacts within the Dept/Unit, University Wide, and Externally to:
- Exchange routine, factual information and/or answer routine questions.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.

Collaborates and interacts within the Dept/Unit and University Wide to:
- Exchange detailed information or resolve varied problems.
- Access and/or work with sensitive and/or confidential information.

Collaborates and interacts within the Dept/Unit/Region to:
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.
- Handle sensitive issues and facilitate collaboration at the highest level.

TYPICAL REQUIREMENTS:
Bachelor’s degree in related field and 3 years office management experience in a complex office environment or equivalent combination of education and experience.

DISCLAIMER:
The above statements are intended to indicate the general nature and level of work performed by positions within this job profile. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of all employees within positions covered by this job profile.