



USC University of Southern California

Office Manager Job Description

JOB INFORMATION

Job Code:	111031
Job Title:	Office Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Administrative/Clerical Support
Job Family Group:	Administration
Management Level:	5 Manager

JOB SUMMARY

Establishes and organizes office standards and procedures. Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Establishes and maintains systems for administration of records for the assigned area, including electronic files and databases. Maintains office efficiency. Plans and implements office systems, layout and equipment procurement. Reviews, prioritizes and responds to correspondence and incoming calls directed to supervisor. Acts as liaison between supervisor and his/her subordinates for communicating information. Researches, gathers, organizes and summarizes data for reports. Assists in the administration of fiscal resources to meet a variety of ongoing and emergent priorities. Coordinates department public relations functions, as assigned.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Office management combined with experience in budget administration.
	X	Office management experience combined with specialized knowledge of university policies and procedures, preferably those of USC.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Establishes and organizes office standards and procedures. Assists in developing and coordinating implementation of department policies and procedures. Maintains currency or revisions to department, school and/or University policies and procedures. Communicates or documents changes in a timely manner. Develops forms, flowcharts and systems requirements for information and training, as required.				
Supervises at least two full-time staff or the equivalent. Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives. Ensures personnel files are up to date and secure. Supports employment administration and human resources processes, serving as a point of contact with the central HR department.				
Establishes and maintains systems for administration of records for the assigned area, including electronic files and databases. Designs filing systems and ensures filing systems are maintained and up to date. Ensures effective transfer of files and records. Transfers and disposes records according to retention schedules and policies.				
Maintains office efficiency. Plans and implements office systems, layout and equipment procurement. Maintains and replenishes inventory. Checks stock to determine inventory levels. Anticipates needed supplies. Verifies receipt of supply. Oversees the maintenance of office equipment. Oversees the ordering of equipment and supplies. Reviews and approves supply requisitions.				
Reviews, prioritizes and responds to correspondence and incoming calls directed to supervisor. Researches requested information or takes necessary steps to address issues and resolve problems. Reports actions taken to supervisor.				
Reviews, analyzes and makes recommendations to supervisor regarding requests submitted by departmental staff, e.g., expenditure or personnel requests.				
Acts as liaison between supervisor and his/her subordinates for communicating information, assignments, priorities and special requests. Monitors status of pending items and follows up, as needed.				
Researches, gathers, organizes and summarizes data for reports. Analyzes data for trends or conclusions and presents results and recommendations to supervisor. Composes and prepares written documents and correspondence for the office (e.g., memos, letters, presentations, spreadsheets).				
Assists in the administration of fiscal resources to meet a variety of ongoing and emergent priorities (e.g., budget development and administration, grant administration, fund-raising activities, etc.) Gathers pertinent data to facilitate financial efforts. Authorizes expenditures within established limits. Tracks and monitors fiscal activity and analyzes variances. Produces interim financial reports. Prepares and maintains internal accounting records, as necessary.				
Coordinates department public relations functions, as assigned, which may include special events, conferences, seminars, etc. Plans and coordinates special events, conferences and/or seminars. Develops promotional materials. Negotiates with vendors for vendors for sites, facilities, guest accommodations and meals.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date
_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.