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## Office Manager Job Description

### Role and Responsibilities

**Purpose:** Office manager must be adept at supervising other employees in a fair, consistent manner. They must have the ability to motivate others, encouraging them to increase both productivity and work quality. Supervisory duties may also include recruiting, hiring and firing employees, and resolving disputes or other issues that arise among employees. Duties also might include evaluating office procedures and looking for more efficient ways of conducting processes.

### Essential Functions:

- Oversees personnel and ensures the smooth functioning of the business.
- Responsible for ordering general supplies like paper, pens, toner, etc.
- Requires researching vendors for pricing, delivery dates, and other terms of sale.
- Assists with ensuring computer systems operate cohesively
- Contacts the computer support personnel and assists with troubleshooting
- Develops organizational procedures and systems for office personnel, including filing, billing, accounts payable, payroll and scheduling
- Improves employee and client retention rates through active communication and problem-solving efforts
- Continues education in management, organization and team-building skills
- Manage employee schedules and troubleshoot scheduling conflicts as they arise
- Establish team atmosphere through leadership and employee development

### Knowledge, Skills and Abilities:

- Supply Management
- Informing Others
- Tracking Budget Expenses
- Delegation and Staffing
- Managing Processes
- Supervision
- Promoting Process Improvement
- Reporting Skills

### Qualifications:

- Associate degree required (B.A. or B.S. preferred)
- Proficiency in Microsoft Office suite
- Experience with staff scheduling, and budgeting
- Advanced computer skills (Quicken experience a plus)
- Supply management experience
- Excellent written and verbal communication skills

*ILF Transportation utilizes a driver screening program. ILF Transportation is an equal opportunity employer.  
All positions will be cross-training in all areas of ILF Transportation.*