

PRESBYTERIAN CHILDREN'S VILLAGE SERVICES

JOB DESCRIPTION – EXECUTIVE SERVICES MANAGER/OFFICE MANAGER

Date: 10/01/2008
Supercedes: 6/30/0404; 06/01/05
Status: Non-Exempt

The Executive Services Manager (ESM) is a non-exempt position that reports to the President & CEO. S/he is charged with supporting the work of the President & CEO. The ESM understands that s/he will be responsible for understanding, supporting and following organizational and departmental policies, plans and procedures.

I. ESSENTIAL FUNCTIONS

The following is an explanation of the duties of the Executive Services Manager. It includes the major highlights of the requirements of the position. There should be a clear understanding that the duties outlined below are not all encompassing. Additional responsibilities may be assigned to the ESM as required.

A. POSITION PERFORMANCE

1. Board Responsibilities

- a. Attend and take minutes at all Board meetings.
- b. Coordinate and assemble standard and confidential reports for the Board of Directors.
- c. Coordinate the preparation and mailing of all correspondence for communication between the President & CEO and the PCVS Board.

2. Supervisory Responsibilities

- a. Provides hiring, supervision and evaluation of PCVS clerical and Records staff at PCVS main sites.
- b. Establishes and documents standardized clerical/administrative procedures.
- c. Conducts clerical meetings and training on performance areas.

3. Office Management

- a. Manage all administrative tasks typical of an executive office.
- b. Organize the daily flow of paper (filing and photocopying) and preparing correspondence as required.
- c. Maintain a calendar of events and deadlines/schedule meeting rooms and amenities as needed.
- d. Provide support for the Vice President of Presbyterian Children's Village as needed.
- e. Participate in performance improvement activities as requested and provide support to committees.
- f. Ensure the confidentiality of the Office of the President & CEO.
- g. Ensure the professional presentation, completeness and accuracy of all work produced by the Office of the President & CEO.

- h. Support the mission, values, goals, policies and administrative function of Presbyterian Children's Village.
- i. Collaborate with Information Technology to manage the phone and voicemail systems.
- j. Maintain office equipment including copiers, furniture, wireless phones, pagers, postage machines, etc.
- k. Maintain all contracts.
- l. Maintain all insurance policies and related documentation.
- m. Process applications for Civil Rights Compliance, School Licensure, etc.

II. PROFESSIONALISM

A. Interpersonal/Teamwork

- 1. Maintains positive and professional relationships with colleagues, clients and their families, and outside agencies.
- 2. Contributes as a team member and actively collaborates with others to meet the mission and goals of PCVS.

B. Work Habits

- 1. Knowledgeable and supportive of PCVS policies and procedures, including those in the Personnel Handbook, and implements them consistently.
- 2. Knowledgeable of laws, regulations, and standards pertinent to his or her work and demonstrates compliance.
- 3. Demonstrates integrity by striving for safe and effective service delivery, as well as accurate, timely and complete documentation.
- 4. Contributes to maintaining a 'Culture of Safety' for clients, colleagues and visitors.
- 5. Reports to work, as well as all meetings and appointments, in a timely manner.
- 6. Dresses appropriately and professionally based on scheduled activities of the given day. Strives to serve as a role model to clients.

C. Professional Development

- 1. Participates in Performance Improvement/Compliance Program and strives to apply these principles in his or her work.
- 2. Participates in individual supervision as scheduled by supervisor.
- 3. Accepts and follows suggestions, directives, and requests to perform additional duties willingly and flexibly.
- 4. Consults his or her supervisor or others, as appropriate, for collaborative problem solving.
- 5. Exercises sound judgment, knowledge, and creativity in decision making.
- 6. Takes on personal development and building a learning environment.

III. CREDENTIALS/QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Education, Training and Experience

1. Bachelor’s Degree or at least 10 years experience in areas of position responsibilities.
2. Two years experience working in an environment that requires meeting multiple deadlines.
3. Experience working in interdisciplinary teams preferred.
4. Experience handling confidential information preferred.

B. Ongoing Training and Credentialing

Meets all ongoing requirements as identified by the agency Training Coordinator and the Human Resources Office.

IV. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. The ESM will work indoors, outdoors, on campus and off campus with frequent deadlines and stressful situations.
- B. Full time, 40 hours per week, typically from 8:30 AM to 5:00 PM work day, Monday through Friday. Some evening and weekend work is required. Weekly schedule to be set by the President & CEO.
- C. Driving a motor vehicle, Approved Driver eligiblity, as needed.

This certifies that I have received a copy of my job description. I have reviewed the **Executive Services Manager** job description with my supervisor or a representative from the Human Resources Office and I understand and accept the expectations and duties of my job as outlined in the job description.

Employee Signature

Date

Employee print name

Supervisor or Human Resources Signature

Date