

## **CANTON TOWNSHIP JOB DESCRIPTION**

### **JOB TITLE: ADMINISTRATIVE OFFICE MANAGER**

#### **Purpose of the Position**

The Administrative Office Manager works for the Board and will manage all Central Administration Office functions, as assigned by the Board, including assisting the Public Works Director, Zoning Compliance Director, and periodically assist with completion of other administrative functions occurring elsewhere in the township to ensure the successful execution of the functions of those departments. This position will also be responsible for building and maintaining successful systems and processes whereby residents, businesses, organizations, and vendors experience efficient and solution-oriented interactions and outcomes with Canton Township.

#### **Responsibilities and Duties**

The Administrative Office Manager shall, under the direction of the Board and respective Department Leaders:

- Assist the Public Works Director and Assistant Zoning Director, as warranted.
- Receive, open and distribute all incoming mail and respond, as appropriate.
- Manage the intake and approval process for township facility/grounds reservations including organization of paperwork, insurance, and scheduling coordination.
- Plan and execute township sponsored events, as assigned.
- Maintain online calendar.
- Manage the intake of telephone calls, telecom system including voicemail, personal visits, electronic, online, systems, and social media interactions/inquiries and assemble the appropriate documentation of concerns for review and recommendation of process improvement and resolution, personally solution interactions as necessary and as authorized, and escalate concerns where appropriate.
- Prepare Public Works and Zoning bills for payment while maintaining necessary control logs of departmental expenses vs authorized budget; continually communicate with the necessary personnel, departmental leaders, Fiscal Office, and Board expense status.
- Backup payroll functions, as needed.
- Manage directed communication systems including preparation of meeting highlights, township website, Constant Contact, use of social media, LED sign systems, and preparation of printed items such as newsletters and mailings.
- Track fees received/accounts receivable for any departments supported.
- Track purchase orders and blanket certificates for departments supported.
- Order supplies and secure best available pricing or efficient ordering systems.
- Implement the use of Cartegraph wherever possible in the execution of administrative tasks to effectively manage township assets, task assignment, and cost factoring.
- Manage, develop, and ensure satisfactory performance and work assignment for an Administrative Assistant position reporting to this position.

- Be familiar with and follow all sections of the Canton Township Employee Handbook, especially, “Contact with the Media”.
- Perform additional duties and responsibilities as assigned by the Board of Trustees while directly supporting the Public Works Director and Zoning Compliance Director, on a daily basis, who also report to the Board of Trustees.

### **Required Knowledge and Skills**

- 3+ years of experience managing people, processes, and systems is preferred
- Possess exemplary de-escalation skills while communicating with all potential points of interface with the public and fellow employees.
- Be capable of responding to media inquiries, if directed to do so by the Board of Trustees.
- Possess above average soft skills in the area of delivering exemplary customer service to all stakeholders, whether in-person, over the phone, electronically, or via social media.
- Be capable of interacting professionally and effectively with township personnel, the community, community leaders, and organizations.
- Possess advanced technical skills capable of navigating the management of Cloud based systems and support interfaces as well as above average desktop hardware and application systems knowledge
- Possess proficient spreadsheet and database skills
- Be able to communicate succinctly and effectively, both orally and in writing.
- Possesses excellent organizational and time management skills.
- Report for duty dependably and punctually.
- Be able to prioritize task assignments.
- Be able to understand and follow oral and written instructions.
- Be able to work independently or as a team with others.

### **Qualifications**

- High school graduate required, Office Administration or related degree preferred, or equivalent work experience of 3+ years.
- Possess, retain and maintain a valid Ohio Driver’s License and be insurable through the Township’s insurance carrier.
- Become and sustain a valid Ohio Notary Public status.

### **Physical Demands**

- Frequently required to: sit and talk or listen, use hands to touch, handle, hold, operate tools/controls, objects and reach with arms. Must be able to occasionally lift and/or move up to 20 pounds. Visual acuity for near and far vision and ability to adjust focus.

### **Work Environment**

- The work environments of this position are performed in a climate-controlled office normally while some events may occur outdoors.

**Work Hours**

- This position will traditionally work 7:00am – 4:00pm Monday through Friday with flexibility needed while supporting township sponsored events.

**Salary**

- Pay range \$56,000 to \$65,000 based upon experience, skills, and education of the successful applicant. Canton Township provides outstanding benefits such as paid holidays, PTO allotment, sick time, health care coverage, etc.