

		Office Manager	
Job Description			
Effective Date: 4.1.2023	Revision: C	Document # JD-HR-012	

**Reports to:**

General Manager

**Compensation:**

Full-time, Exempt

**Primary Responsibilities:** The Office Manager is responsible for the general operations of the Holland Aquatic Center business office. Responsibilities include effective management of the daily business functions including accounts payable, accounts receivable, appropriate accounting procedures, and assisting with human resources. This position requires a high level of confidentiality, attention to accuracy and detail, and excellent communication skills.

**Specific Responsibilities:**

- Leads and performs all functions of accounts payable including maintenance of vendor records, document management, invoice approval, and payment processing.
- Leads and performs all functions of accounts receivable including maintenance of customer records, document management, billing for services/facilities provided, and processing payments for services.
- Processes daily bank reconciliation and cash deposits, generates accurate bank deposit reports and receipts, and performs entries into QuickBooks.
- Provides monthly reports to corporate and health care partners and ensures appropriate payment for provided HCAC services.
- Leads the pursuit and collection of any outstanding balances on accounts for all facility reservations, membership dues, and program fees.
- Ensures appropriate support for end-of-month close in coordination with the selected third-party accounting vendor.
- Prepares and distributes required health department required, workman's compensation reports, and other required compliance documentation, as needed.
- Assists with donation processing receipt of donations, donation reports, recognition, and deposits, in coordination with administrative support staff.
- Supports annual audit in coordination with a selected third-party accounting vendor.
- Performs basic office tasks, produces reports, composes correspondence, and drafts communication, as needed.
- Identifies facility needs and assist staff and guests in all areas of the facility, as needed.

**Essential Qualifications:**

- Excellent customer service and communication skills including the ability to interact effectively and communicate clearly with staff, guests, and vendors.
- Demonstrated aptitude toward technology and excellent computer skills, including a high degree of proficiency in QuickBooks (5 years' experience) and Microsoft Excel, as well as online banking capabilities.
- Ability to demonstrate mature judgment and reliable ethical behavior, particularly in the area of confidentiality.
- High level of organization, attention to detail, and accuracy
- Ability to project a positive outlook, manner, and appearance.
- A minimum of an Associate's (two-year) degree with a concentration in business administration, or equivalent work experience in office management.
- Minimum of 5 years' experience in accounts payable and receivable
- CPR and First Aid Certification or ability to achieve certification within 60 days of hire

**Preferred Qualifications:**

- Clerical/Admin/Office Management experience
- Previous accounting experience
- Bachelor's degree in business administration, or related field, is preferred.
- Bilingual in Spanish preferred

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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.