2018 JOB RESPONSIBILITIES
CENTER FOR TALENTED YOUTH
OFFICE MANAGER

All staff members are expected to adhere to the CTY *Standards of Employee Conduct*; to contribute positively to the site's living and learning community; to ensure students' physical and emotional safety; to uphold the *Honor Code* and enforce site rules; and to perform reasonable job duties, even if not part of the job description, as assigned by their supervisors.

The office manager's primary responsibility is to assist the site director in all aspects of the day-to-day operation of the site's main office. This includes a variety of clerical tasks, including the coordination and record-keeping of financial expenditures. The position is client-facing in nature, as the office manager is often the first point of contact for a variety of stakeholders, including staff, students, parents, and the host institution. Additionally, the office manager is the central figure in creating the friendly, organized, and professional office environment that is necessary for others to do their jobs successfully.

The office manager is a member of the site administration. All members of the site administration are expected to:

1.   Work together as a team, keeping overall program goals in sight while managing a range of details.

2.   Help set the appropriate tone for the community, as described in staff handbooks and other program documents.

3.   Anticipate and prevent potential problems.

4.   Communicate promptly, clearly, and sensitively with administrators, staff, students, parents, the host institution, and the CTY office in Baltimore.

5.   Help the academic and residential programs work in harmony with each other.

6.   Model professionalism.

7.   Represent the philosophy and policies of CTY in a manner that fosters cooperation and respect among summer staff, students, host institution staff, and full-time CTY staff throughout the program.

Supervision
The office manager is supervised directly by the site director and indirectly by the site's program manager and assistant program manager. The office manager is the direct supervisor of the residential program assistants (RPAs) or general assistants (GAs–at day sites only) working in the office.

Work Schedule and Physical Requirements
The office manager's work schedule is arranged with the site director and varies depending upon the demands of each day. Considerably more hours are required during start-up, intersession, and closing.

At **residential sites**, the office manager must work the initial start-up weekend, the intersession weekend, and the closing weekend. Each session there are two other weekends, and the office manager may take one of those weekends off at the discretion of the site director. The work schedule for the weekends spent on campus is also at the discretion of the site director.

At **day sites**, the office manager works Monday-Friday, 8:00 a.m.-4:30 p.m. Additional hours will be required on busy work days, as well as in the evenings and on weekends as needed to complete paperwork and other administrative tasks. In addition, the office manager may need to arrive earlier or depart later to assist with the Before- and After-Care program. The office manager also works student check-in day on the Sunday immediately prior to the start of each session as well as the Saturday at the end of each session.

Office managers are required to travel and navigate a college/school campus with or without accommodations. This may include traversing some long distances across campus. Some lifting and moving may be required.

Before Arriving at the Site:

8. Carefully read the Office Manager Binder, which will be distributed to office managers before the June Site Administrators Meeting (JSAM). Also, review staff handbooks and job responsibilities.

9. Complete any required background checks and pre-summer training, including any online training courses, before attending JSAM.

10. Attend JSAM, which is held on a Friday-Sunday in early June in Baltimore.

Before Non-Administrative Staff Arrive:

11. Arrive at the site on the date specified in your employment agreement to assist the site director and other site administrators in setting up the office and planning student and staff orientation and check-in. Staff arrive on Thursday, and students arrive on Sunday. Tasks include, but are not limited to the following:

    a. Enter student and staff data into a computer database and create and print lists, spreadsheets, and individual check-in sheets or labels from the database as needed.
    b. With the site director, establish a petty cash disbursement and bookkeeping system according to the guidelines set out in the Office Manager Binder.
    c. With the site director, create an office coverage schedule. The office must be open from 8:00 a.m. until thirty minutes after lights out at residential sites, and it should be open from 8:00 a.m. to 5:30 p.m. (Monday-Friday) at day sites. The office manager and the RPAs or GAs (at day sites) share the responsibility for covering the office during these hours.
    d. Help to prepare a site handbook to distribute to staff.
    e. Set up procedures for purchasing and storing supplies; this will include inventorying supplies on hand, letting staff know how to request supplies, and creating a schedule for supply runs.
    f. Work in conjunction with PM/APM to contact local vendors to verify and/or establish accounts to be paid by invoice or purchase order.
    g. See that office equipment is delivered and installed in good working order. Troubleshoot problems as necessary.
    h. Create an "originals" folder, in JHBox, for the office that includes easily accessible forms to be used in the office by the staff for supplies, vehicle sign-outs, commuter students, and off-campus visit/visitor forms. Keep one paper copy of each form in a binder to make it easy to copy, if needed.
    i. Cover the office during staff and student arrival and check-in to answer questions and troubleshoot any logistical problems.

      j.   Familiarize RPAs and GAs with the locations and layouts of commonly used stores to prepare for supply runs.

      k.   Coordinate the shuttle service provided to staff (at some sites).

Before the Students Arrive:

12.   Act as the "front desk person" for the summer program. Field phone calls from parents and others, and provide information or refer calls as necessary. Develop a phone protocol for your office staff. Keep a chart of important phone numbers or extensions in a designated area of the office. Greet and assist any visitors to the program, including parents.

13.   Assist the site director and other administrators in preparing to provide student services (e.g., early arrivals, shuttle service, kosher meals). As directed, document changes in requests for student services.

14.   At residential sites, prepare an airport/train/bus shuttle schedule for student arrival. Confirm the flight/train/bus information with parents for each student who is to arrive on the shuttle.

Opening Day through Closing Day:

15.   Oversee bookkeeping for the petty cash fund and maintain records of all other purchases of supplies and services during the summer program:

      a.   Organize and label all receipts for prepaid cash cards and petty cash purchases according to guidelines in the Office Manager Binder.

      b.   Do the bookkeeping for the prepaid cash cards and the petty cash on hand.

      c.   Inform the site director immediately of any discrepancies in the petty cash fund.

      d.   Maintain records of any charges that will be billed to the CTY office in Baltimore. These will include charges to be billed by local vendors and those to be billed by the host institution (bookstore charges, campus post office charges, etc.).

      e.   Maintain vehicle use logs.

      f.   As needed, complete and submit via the Summer Operating System (S.O.S.) request for charges to students.

16.   Assist the site director in working with the host institution to accommodate the day-to-day needs of the program. This may include scheduling rooms for academic and non-academic activities, making arrangements for food services and health services, and making arrangements for travel and guest accommodations.

17.   Inform the CTY Registration office of any changes in student registration status, including withdrawals and course and section changes according to the protocol described in the Office Manager Binder. Inform the CTY Registration office of any changes in the spelling of a student's name. Be sure to also communicate any such changes in student registration to the site director.

18.   Train and supervise RPAs or GAs working in the office.

19.   Attend daily administrative staff meetings. Maintain organized files of memos and other written administrative information.

20.   Maintain the confidentiality of sensitive information, such as conversations with parents and discussions of students and staff. Maintain security of electronic files by password protecting documents.

21.   Create and maintain a professional office atmosphere: monitor the telephone protocol of the office staff; keep the office neat, organized, and functioning efficiently; and deal with difficult situations calmly and tactfully.

22.   Assist in ensuring the health and safety of all students by following site medical protocols covered in orientation and written materials. As requested by supervisors, assist not only with health office logistics such as escorting students to/from the office or filing paperwork, but also with urgent medical situations, which may require accompanying students to the ER or to off-campus clinics.

23.   At residential sites, prepare an airport/train/bus shuttle schedule for student departure. Confirm the flight/train/bus information for each student who is to depart on the shuttle.

24.   Assist with driving of site vehicles for supply runs, student shuttling, and as needed by the site director.

After Students Depart:

25.   Assist the site director with closing the CTY office at the site, including arranging to return rented office equipment, boxing and storing all equipment and supplies to be used during the following year's summer program, and organizing an inventory of stored items. Send a copy of this inventory to the CTY office in Baltimore.

26.   Prepare the petty cash binder, update the online bookkeeping system, and obtain a money order for remaining cash according to the guidelines established in the Office Manager Binder. Return the petty cash binder to the CTY office in Baltimore.

27.   Return all other financial records to the CTY office in Baltimore (records of charges, etc.).

28.   Return updated student and staff roster data to the CTY office in Baltimore.

29.   No later than **September 1,** submit to the site program manager a final written report on the summer program at the site. The purpose of the site report is two-fold: first, it should serve as a procedures manual for the following year's office manager; second, it should provide information that will assist the program manager and assistant program manager in evaluating the summer program and planning for the following year. Consult your Office Manager Binder for details about the content and format of this report.

30.   Provide the program manager or assistant program manager for your site with an address, telephone number, and email address where you can be reached during the upcoming year.