

**2023 JOB RESPONSIBILITIES
CENTER FOR TALENTED YOUTH
OFFICE MANAGER**

All staff members are expected to adhere to the *CTY Standards of Employee Conduct*; contribute positively to the site's living and learning community; ensure students' physical and emotional safety; uphold the [CTY Student Code of Conduct](#) and enforce site rules; and 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 welcoming, organized, and professional office environment 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:

- Work as a team, keeping program goals in sight while managing a range of details.
- Help set the appropriate tone for the community, as described in staff handbooks and other program documents.
- Anticipate and prevent problems.
- Communicate promptly, clearly, sensitively, and securely with administrators, staff, students, parents/guardians, the host institution, and the CTY office in Baltimore using JHU-approved platforms.
- Help the academic and residential/recreational programs collaborate effectively.
- Model professionalism.
- 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. At residential sites, the office manager is the direct supervisor of the residential program assistants (RPAs). At day sites, the office manager is the direct supervisor of the general assistants/office clerks (GAs).

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 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 a.m.-4:30 p.m. Additional hours will be required, 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, if needed.

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:

- Carefully read the *Office Manager Manual*. Also, review staff handbooks and job responsibilities, and student materials, such as student information packets, to be aware of the overall program structure, rules, and regulations.
- Complete trainings, background checks, health forms, immunization records, and other items required by JHU, CTY, the host institution, or state/local regulations.
- Attend a 2-day training the first Saturday and Sunday in June. This training may be delivered online or in-person; if in-person, CTY covers travel expenses.
- Access and familiarize yourself with CTY's designated communication and digital file storage systems. Links, training, and login information for these systems will be provided during the onboarding process.

Before Non-Administrative Staff Arrive:

- 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. Bring a cell phone, laptop, etc. to use during your employment. Tasks include, but are not limited to, the following:
 - Enter student and staff data into a digital database and create and securely distribute lists, spreadsheets, and individual check-in sheets or labels as needed.
 - With the site director, establish a petty cash disbursement and bookkeeping system according to the guidelines set out in the *Office Manager Manual*.
 - With the site director, create an office coverage schedule. The office must be open from 8 a.m. until 30 minutes after lights out at residential sites. It should be open from 8 a.m. to 5:30 p.m. Monday-Friday at day sites. The office manager and RPAs or GAs share responsibility for covering the office during these hours.
 - Help the site director prepare a site handbook to distribute to staff.

- 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.
- See that office equipment is delivered and installed in good working order. Troubleshoot problems as necessary.
- Use established secure file-sharing system to save original forms created for general office use, including but not limited to vehicle and petty cash card sign-outs, commuter student sign in/out forms, carpool placards, and off-campus visit/visitor forms.
- Cover the office during staff and student arrival and check-in to answer questions and troubleshoot logistical problems.
- Familiarize RPAs and GAs with the locations and layouts of commonly used stores to prepare for supply runs.
- At some sites, coordinate the shuttle service provided to staff.

Before the Students Arrive:

- 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 visitors to the program, including parents/guardians.
- 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.
- At residential sites, prepare an airport/train/bus shuttle schedule for student arrival. Confirm the flight/train/bus information with parents/guardians for each student who has requested the shuttle service.
- At day sites, develop system for creating and distributing pickup/carpool placards.

Opening Day through Closing Day:

- Oversee bookkeeping for the petty cash fund and maintain records of all other purchases of supplies and services during the summer program:
 - Organize and label all receipts for prepaid cash cards and petty cash purchases according to guidelines in the *Office Manager Manual*.
 - Do the bookkeeping for the prepaid cash cards and petty cash.
 - Inform the site director immediately of any discrepancies in the petty cash fund.
 - Maintain records of any charges that will be billed to the CTY office in Baltimore. by local vendors such as the bookstore or campus post office; and the host institution.
 - Maintain vehicle use logs.
 - As needed, complete and submit via the Summer Operating System (S.O.S.) requests for charges to students.
- 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, arranging food and health services, and travel and guest accommodations.

- Inform CTY Enrollment Services of any changes in student registration status, including withdrawals and course and section changes according to the protocol described in the *Office Manager Manual*. Inform CTY Enrollment Services of any changes in the spelling of a student's name. Communicate any such changes in student registration to the site director and other relevant administrators.
- Train and supervise RPAs or GAs working in the office.
- Attend daily administrative staff meetings. Maintain organized files of memos and other written administrative information.
- Maintain the confidentiality of sensitive information, such as conversations with parents/guardians and discussions of students and staff. Maintain data security by utilizing secure file sharing and communication methods and password protecting, as directed by CTY's Baltimore office.
- Create and maintain a professional office atmosphere: monitor office staff telephone protocol; keep the office neat, organized, and functioning efficiently; and deal with difficult situations calmly and tactfully.
- 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 with health office logistics such as escorting students to/from the office or filing paperwork. Assist with urgent medical situations, which may require accompanying students to the ER or to off-campus clinics and assisting in adherence to COVID protocols.
- 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.
- Assist with driving of site vehicles for supply runs, student shuttling, and as needed by the site director.

After Students Depart:

- Help the administrative team with closing the site's CTY office, including arranging to return rented office equipment; boxing, inventorying, and storing all equipment and supplies to be used during the following year's summer program; and organizing inventory forms completed by all areas of the program. Share the complete set of inventory forms with the CTY office in Baltimore in the manner directed by your program manager.
- 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 Manual*. Return the petty cash binder to the CTY office in Baltimore.
- Return all other financial records (records of charges, etc.) to the CTY office in Baltimore.
- Share all updated student and staff roster data to the CTY office in Baltimore in the manner directed by your program manager.

- Depart the site with the permission of the site director, assistant program manager, and/or program manager.
- No later than **September 1**, submit to the site program manager a final written report on the summer program at the site. The report should serve as a procedure manual for the following year's office manager; and assist the program manager and assistant program manager in evaluating the summer program and planning for the following year. Consult your Office Manager Manual for details about the content and format of this report.
- Provide the program manager for your site with an address, telephone number, and email address where you can be reached during the upcoming year.

Sample Daily Schedule

Here's what a day in the life of an Office Manager looks like. Exact schedules will vary from site to site.

DAY SITES

Morning

- Work Before Care one day per week beginning at 7:30 a.m.
- Staff the front desk, checking phone and email messages and answering phones throughout the day
- Verify student attendance
- Organize supply runs and check in with the general assistants
- Upload receipts and manage bookkeeping

Afternoon

- Eat lunch
- Attend the daily administrative team meeting
- Continue working the front desk as you take care of emails, calls, receipts and any other paperwork
- Assign projects to the general assistant such as the student newsletter
- Work After Care one day a week until 5:45 p.m.

RESIDENTIAL SITES

Morning

- Open the office and make sure the assigned residential program assistant (RPA) is covering
- Attend breakfast
- Staff the front desk, checking phone and email messages and answering phones throughout your shift
- Organize supply runs and check in with the RPAs
- Upload receipts and manage bookkeeping
- Attend the daily administrative team meeting

Afternoon

- Have lunch and take an afternoon break
- Assign projects to the RPAs

Evening

- Eat dinner
- Staff the front desk, checking phone and email messages and answering phones throughout your shift
- Continue to work on receipts and any other paperwork

- Close the office 30 minutes after lights out

Weekends

- The office is open throughout the weekend, so a typical weekend day looks similar to a weekday. Office Managers do get one weekend off per session.