

**JOB CLASSIFICATION:** Office Manager – Solid Waste & Animal Control

**JOB CATEGORY:** Administration / Management

**DEPARTMENTS:** Solid Waste and Animal Control

**PAY GRADE:**

**PAY RANGE:** \$42,000 – \$50,000 annually

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## **JOB DESCRIPTION**

Under the supervision of the Solid Waste Director and Animal Control Director, the full-time Office Manager is responsible for the professional administration, coordination, and oversight of office operations for both departments. This position supports departmental functions through effective communication, customer service, reporting, payroll processing, financial tasks, scheduling, and maintenance of records. The Office Manager ensures efficient daily operations and serves as the primary administrative point of contact for both Solid Waste and Animal Control.

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## **DUTIES AND RESPONSIBILITIES**

### **Administrative & Office Management**

- Oversee general office coordination and ensure smooth operations for both departments.
- Maintain calendars, schedule meetings, and assist with departmental workflow.
- Perform clerical duties including bookkeeping, copying, filing, mailing, and document preparation.
- Prepare and modify documents such as reports, memos, letters, financial statements, invoices, and spreadsheets using Microsoft Office, Google Drive, QuickBooks, or similar tools.
- Maintain department records, files, and organizational documents.
- Manage office equipment inventory, supply ordering, and arrange any needed maintenance or repairs.

### **Customer Service & Communication**

- Answer and direct phone calls for both Solid Waste and Animal Control; take messages as needed.
- Serve as the first point of contact for residents, visitors, vendors, and partner agencies.
- Respond to routine inquiries in a clear, professional manner.
- Assist residents with Solid Waste service information, billing questions, and general inquiries.

- Assist the public with Animal Control processes including adoption information and service requests.

### **Billing, Invoicing & Financial Duties**

- Prepare and process billing and invoicing for Solid Waste services.
- Maintain financial documentation, deposits, and department purchasing card records.
- Support directors with financial tracking and documentation for reporting purposes.

### **Payroll & Personnel Support**

- Process payroll accurately for both departments.
- Maintain employee records, timesheets, and related personnel documentation.

### **Reporting & Data Management**

- Prepare operational reports for both departments, such as solid waste tonnage reports and animal intake/adoption summaries.
- Retrieve, organize, and maintain department records, reports, and required documentation.

### **Animal Control Administrative Support**

- Schedule adoption appointments and maintain adoption calendars.
- Provide administrative support to Animal Control staff and assist with citizen interactions.

### **Project & Staff Support**

- Support staff with project-based work and department initiatives.
- May supervise volunteers or support staff as assigned.
- Perform additional duties as assigned by department directors.

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## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Proficient computer skills; ability to use Microsoft Office, Google Drive, QuickBooks, and standard office equipment.
- Strong professional writing skills for correspondence, reports, and daily communication.
- Excellent communication and customer service abilities.
- Strong organizational, analytical, and problem-solving capabilities.

- Knowledge of planning, organizational practices, records management, and general administrative techniques.
  - Ability to follow oral and written instructions accurately.
  - Ability to work independently and as part of a team.
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## **MINIMUM QUALIFICATIONS**

- At least three (3) years of experience in office management or administrative support.
  - Experience with bookkeeping and financial recordkeeping.
  - Demonstrated proficiency with computers and standard office software.
  - Experience in government, public service, solid waste, or animal services preferred.
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