

The **Memphis Family Connection Center** provides excellent connection centered, holistic, trauma informed care for the adoptive and foster community, as well as anyone who has been exposed to complex trauma. We offer reduced-fee counseling, occupational therapy, speech therapy, case management, nutrition consultation and parent training. We support our community partners by providing organizational training and mentorship to those caring for special populations.

Position:

Office Manager

36 hours per week

pay range \$15-\$18 per hour, based on skill and experience

Job Responsibilities:

Supports company operations by maintaining office systems, scheduling patients and handling phone and fax services. Supervises evening support staff.

Job Duties:

- Leads all patient scheduling efforts, answers phone calls from clients, and supports clinical staff by understanding needs and developing schedule processes.
- Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends.

- Maintains office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by assisting in preparation of annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Contributes to team effort by accomplishing related results as needed.

Office Manager Skills and Qualifications:

Friendly, Calm, Intuitive to Needs, Informing Others, Tracking Budget Expenses, Delegation, Managing Processes, Supervision, Developing Standards, Promoting Process Improvement, Inventory Control, Reporting Skills, Supply Management