

FRANKLIN PIERCE SCHOOLS
JOB DESCRIPTION

POSITION TITLE: SUPPORT SERVICES OFFICE MANAGER

JOB SUMMARY: The Support Services Office Manager is responsible for managing the operations of the maintenance and custodial office; purchasing supplies; processing documents; issuing work orders; securing maintenance and custodial substitute employees to meet staffing needs; inputting data into computer system; generating reports; preparing documents and reports; monitoring department budgets and expenditures; performing special projects as assigned.

ESSENTIAL JOB FUNCTIONS:

Manages the operations of the maintenance and custodial office, including organizing and prioritizing work, to ensure smooth operations and optimal customer service.

Purchases departmental supplies, equipment and services to meet departmental needs and auditing requirements; obtains quotes from vendors to determine best price within district and state guidelines.

Processes documents for payment (e.g. invoices, purchase orders, timesheets, etc.) to ensure compliance with district and state requirements.

Issues work orders to track costs and completion dates; track total work orders to meet district needs within budget, as needed.

Assists with management of bond projects (e.g. processes pay requests, tracks purchase orders, schedules various meetings, etc.) to ensure smooth completion of projects.

Secures custodial substitute employees to ensure department staffing requirements are met; establishes and maintains substitute employee rosters.

Prepares and generates documents and reports to provide current and accurate information to district staff, contractors, and the public.

Trains custodial substitute employees on department and district guidelines (e.g. timesheets, leave policies, dress code, district policies, etc.)

Responds to inquiries from district staff, contractors, and the public to provide information, direction and/or clarification.

Dispatches maintenance and custodial staff to emergency or priority situations and repairs at district facilities.

Monitors department budget and expenditures to track funds and ensure compliance to district and state guidelines.

Performs special projects as assigned.

Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent, required.
- Three years secretarial experience in a school setting, preferred.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Skills to

- operate standard office equipment, including computer
- use proper grammar, spelling, and English in both oral and written communications
- read and interpret specific rules, laws, and contracts, and apply them with good judgment
- perform accounting and budgeting functions

Knowledge of

- technology including word processing, spreadsheet, and Internet software
- general clerical procedures
- supervisory techniques
- district and state policies and procedures

Ability to

- sit for extended periods of time
- handle matters and information in a confidential and professional manner
- direct others
- work independently
- work in an atmosphere where interruptions occur frequently and priorities are often modified
- use diplomacy in dealing with students, parents, district staff, and the public
- establish cooperative working relationships with district staff, students, parents, and the public to enhance the completion of assigned tasks
- communicate effectively with staff, students, parents and the public
- organize, set priorities, meet deadlines, attend to detail and follow through on a variety of assigned tasks
- understand and carry-out oral and written instructions; upgrade skills necessary to perform work

SPECIALIZED PERFORMANCE RESPONSIBILITIES:

- Must be able to work positively and diplomatically with potentially difficult people in demanding situations, maintaining a positive demeanor while working toward resolution
- Must maintain a positive, productive and cooperative working relationship with all district co-workers
- Must demonstrate a sincere interest in representing the District in a positive and professional manner, both in person and by phone
- Must be able to sit, stand, squat, bend and reach; grasp, hold, lift and maneuver a minimum of 20 lbs
- Must be willing to upgrade skills as requested and required

REPORTING RELATIONSHIP: Reports to the Supervisor of Custodial/Maintenance

*April 2000
May 2008
October 2017*