



## **Reports to General Manager of California:**

**Job Summary:** The Office Manager, who has to be highly organized, will perform a wide array of administrative and operational functions designed to ensure effective and efficient day to day operations across business lines. The Office Manager plays a critical support role to the team ensuring supplies are available; scheduling is accurate and critical data is maintained. The Office Manager must possess the key skills of organization, customer service, oral and written communication, prioritization and problem-solving.

## **Position Overview and Critical Tasks**

As the key individual in the delivery of supplies; update schedules; source supplies; update spreadsheets, manage the security account schedule.

## **Qualifications/Requirements:**

- High school diploma or equivalent required
- At least 18 years of age
- Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines
- Must be able to frequently prepare written reports and logs in neat, legible handwriting;
- Must be able to read and understand all operating procedures and instructions
- Valid guard card/license, as required in the state for which you are applying.
- As a condition of employment, employee must successfully complete a background investigation and a post-offer/pre-employment drug/alcohol test, may be required to pass Drivers Record check
- Intermediate computer skills to utilize innovative, wireless technology at client specific sites
- Ability to handle both common and crisis situations at the client site, calmly and efficiently
- Display exceptional customer service and communication skills
- Ability to handle crisis situations at the client site, calmly and efficiently
- Able to:

- Work in various environments such as cold weather, rain/snow or heat
- Occasionally lift or carry up to 40 pounds
- Climb stairs, ramps, or ladders occasionally during shift
- Stand or walk on various surfaces for long periods of time

**Job Duties and Responsibilities:**

**Skills:**

- Outstanding verbal and written communications utilizing various communication technologies
- Ability to synthesize information and make independent decisions
- Managing and adjusting processes as business expectations change and evolve
- Use of scheduling software and virtual meeting applications
- Initiative and the ability to adapt to a changing environment and business lines
- Discretion and emotional maturity
- Previous experience managing and troubleshooting common office equipment
- Comfort multitasking and handling multiple requests from different staff and programs simultaneously
- Highly organized and responsive
- Ability to use all applications in daily duties such as Sedona X, Mass Mobile, etc.

**Scheduling:**

- Ensure we fulfill the weekly service hours as indicated in our customers' contract.
- Ensure we fill additional service requests of our customers.
- Using phone, e-mail, and text messaging to contact available employees to fill in for others who:
- Maintain weekly overtime hours.

**Inventory Management:**

- Manage Inventory Counts on a Monthly Basis
- Ability to identify inventory needs and be proactive in keeping sufficient inventory to meet demands

Owen Smart Video Solutions, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race/ethnicity, age, color, religion, sex, sexual orientation, gender identity, national origin, genetic information, disability, protected veteran status or relationship/association with a protected veteran, or any other basis or characteristic protected by law.

If you have any questions regarding Equal Employment Opportunity, Affirmative Action, Diversity and Inclusion, have difficulty using the online system and require an alternate method to apply, or require an accommodation at any time during the recruitment and/or employment process, please contact our local Human Resources department.