JOB POSTING

POSITION: **Office Manager**
REPORTS TO: Chief Operating Officer (COO)
SCHEDULE: Mondays through Fridays, 8-5 with some evening coverage
STATUS: Full-time / Exempt (salaried)

Responsibilities include, but are not limited to:

- Oversee management of InterAct's office functions and other business processes that support program services and meet office / equipment needs
    - Ensure provision of quality customer service to all, including phone coverage and lobby reception
    - Assist COO in managing building services (supplies, cleaning and maintenance)
    - Perform lead role on behalf of agency with Probate Court (monitor use of forms, due dates, and scheduling with Psychiatrist)
    - Ensure safety of all by implementing agency's safety plan

- Provide effective supervision for assigned staff (all office support personnel 5-6 employees)
    - Scheduling, regular meetings with and reviewing performance with staff

- Supervise InterAct's medication clinic appointment scheduling
    - Monitor that persons served are being seen at least quarterly and provider schedules are maximized
    - Implement effective appointment reminder system
    - Assist in communication with nurses and prescribers throughout the day

- Other duties as assigned by COO

Minimum requirements:

- Previous direct supervisory experience
- Associates degree or combination of five-years' related experience and/or education
- Proven skills in varied office processes including purchasing and management of multi-vendor relationships
- Proficient in computer and database use, with electronic medical health record usage preferred
- Exceptional organizational, analytical, problem-solving, negotiation and business communication skills with the ability to remain clearly focused while operating a busy office environment
- Professionalism, critical thinking, and ability to work with a variety of diverse people (clientele, coworkers, vendors, etc.)
- Knowledgeable about and supportive of culturally-competent, recovery and trauma-informed practices
- Minimum 6 months experience working and understanding people with mental illness and/or substance use disorders

Start salary rate: $33,280 – $41,600 annually – dependent upon education and # of years previous experience

To Apply: Please email resume and letter of interest outlining qualifications for position to Brenda Buyce at bbuyce@interactmich.org