**C O T T O N W O O D, I N C O R P O R A T E D**

**COTTONWOOD CDDO**

**JOB DESCRIPTION**

Revised: 06/20

**DEPARTMENT:** Administration **JOB TITLE:** Office Manager

**JOB SUMMARY:** The Office Manager is responsible for the management and organizational needs of the front office. This position will provide office management, organizational, secretarial, data entry, and receptionist responsibilities and assure confidentiality. Must maintain a professional atmosphere. Will exercise discretion and independent judgment in the management of the Front Office, Reception Area, Mail Room, Break Room and Supply Rooms. This position may be delegated tasks or projects from Management Team as approved by CFO or Finance Manager.

**QUALIFICATIONS:** Must have good office management, communication skills, and clerical skills that include organization, record-keeping, interpersonal, telecommunication, and computer skills. Previous supervisory experience and a minimum of two years clerical experience along with a high school diploma are required. Must have valid driver’s license and driving record acceptable to Cottonwood's insurance carrier. Must be able to pass all required background checks and drug screen.

**SUPERVISION GIVEN:** Receptionist/Office Assistant

**SUPERVISION RECEIVED:** Finance Manager

**THIS POSITION IS**: Non-Exempt

**NOTE:** Items bolded are responsibilities for Cottonwood, CDDO

**JOB RESPONSIBILITIES:**

**\*1. Provide efficient and consistent management of the front office. Assure and maintain an organized, professional front office.**

**\*2. Must maintain an awareness and understanding of the dual role of Cottonwood as it applies to CDDO functions and regulations.**

**\*3. Responsible for hiring, training, and supervising the Receptionist/Office Assistant. Provide assistance with all duties needing to be completed in the Receptionist’s job description.**

**\*4**. **Provide job vacancy information to applicants and assist with the on-line application process when needed. Mail vacancies to EOE and post position vacancies.**

\*5. Data entry of information:

a) Backup Data entry of Work Services invoices entered by Receptionist/Office Assistant, monitor and file a copy of each invoice processed.

b) Backup Data entry of Maintenance, Transportation, and Non-Medicaid TCM invoices along with appropriate mailing/distribution and the maintenance of a filing system entered by Receptionist/Office Assistant or Finance Manager.

**c) Data entry and maintenance of database of all incoming checks and cash for Cottonwood, Inc.**

\*6. Monitor and critique typing entering/exiting the front office.

**\*7. Other typing and organizational support provided but not limited to:**

**a) Policies and procedures (including minutes) are revised, copied, and disbursed maintaining document control protocols as directed by the Administrator of Services**

**b) Revisions to Personnel handbooks and Consumer and Family handbooks maintaining document control protocols..**

**c)** Serve as backup for recording minutes in various departments as needed.

**\*8. Monitor postage and postage machine. Prepare and meter all out-going organization mail daily and deliver it to the post office. Order postage as needed and maintain a record. Provide the maintenance requirements of the postage machine.**

**\*9.** **Organize the in-house mail box system. When necessary assist with the retrieval and distribution of in-coming organization mail. Provide assurance that the copy room is maintained and in order.**

10. Maintain the transportation tickets and cab passes for consumer rides. Assure that the transportation rides are printed and faxed on a daily basis.

\*11. Oversee the organization’s copy machines, including lease agreements and maintenance agreements. Maintain control list of model numbers, serial numbers, and lease expiration dates. Provide maintenance requirements of the copy machine.

**\*12**. **Organize and stock office supplies, order as needed, and maintain a record. Maintain a weekly list of office supplies needed for various departments and retrieve these supplies from the designated business.**

**Prepare Purchase Requisition for departmental supply orders. In conjunction with other departments, clean and organize the storage room on a regular basis.**

**\*13. Organize and stock break room supplies, order as needed, and maintain a record. Provide assurance that the staff break room in Building I is in order, including monitoring and disposing of old items in the refrigerator.**

\*14. Oversee and provide assurance that the med-box billing is completed quarterly, timesheets and weekend purchase orders are complete and distributed weekly, phone list is updated and distributed as needed, above & beyond is posted weekly, MARs are processed for the nurses bi-weekly, and monthly in-house newsletter is completed & distributed in a timely manner.

\*15. Maintain an emergency information system on all staff and assure its availability to staff. Retrieve ERT supplies during drills or actual emergencies.

**\*16. Provide assistance to new staff setting up voice mailboxes and answering telephone-related concerns. Provide quality assurance with regards to the organizational telephone system. Communicate periodically with the IT Department to assure efficiency.**

\*17. Assure that consumers needing assistance will get their income taxes filed. With assistance of Residential Coordinators and Targeted Case Managers. Compile & organize tax information and deliver to accountants. Pick up and distribute finished tax returns and assure that accounting firm receives payment for tax preparation.

\*18. Retrieve, prepare, and distribute consumer paychecks monthly.

\*19. Assist CEO and management staff with support needed while preparing for meetings (i.e. errands, copies, and assistance during the absence of the Executive Assistant).

\*20. . Oversee scheduling of various maintenance and repairs throughout the organization as assigned/requested.

\*21. Maintain positive professional working relationships with consumers, co-workers, supervisor, staff members, parents, and community representatives. Present positive, fair, and accurate image of the organization to the public. Observe the ***five and fifty* *rule***—greeting everyone within five feet and smiling when they are within fifty feet.

\*22. Collaborate and problem-solve with other staff in a professional manner. Promote team participation and negotiation and follow through with assigned responsibilities.

\*23. Communicate accurately, professionally, and appropriately.

**\***24. Develop *caring relationships* with each individual receiving services and use *lavish praise* and positive reinforcement.

\*25. Work within prescribed schedule and complete responsibilities in a timely and efficient manner. Assure that absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers.

\*26. Attend meetings and in-services as required to maintain competency in position.

\*27. Assure compliance with Cottonwood’s Policies & Procedures.

28. This position will perform other duties within the guidelines of this job description as assigned by the Finance Manager.

EMPLOYEE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_

FINANCE MANAGER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE:\_\_\_\_\_\_\_\_

CHIEF FINANCIAL OFFICER:\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE:\_\_\_\_\_\_\_\_

ADMINISTRATOR OF SERVICES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE:\_\_\_\_\_\_\_\_

CEO:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE:\_\_\_\_\_\_\_\_\_

THIS JOB DESCRIPTION DOES NOT PROVIDE THE BASIS FOR AN EMPLOYMENT CONTRACT. IT IS INTENDED SOLELY TO OUTLINE THE QUALIFICATIONS AND RESPONSIBILITIES ASSOCIATED WITH THIS POSITION. THESE QUALIFICATIONS AND RESPONSIBILITIES MAY BE CHANGED AT ANY TIME TO SUPPORT AND ENHANCE THE ORGANIZATION'S SUCCESSFUL ACHIEVEMENT OF ITS MISSION.

**\*Essential Functions**

**C O T T O N W O O D I N C O R P O R A T E D**

**COTTONWOOD CDDO**

## PERFORMANCE PLANNING AND EVALUATION

**NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DEPARTMENT:** Administration **JOB TITLE:** Office Manager

**PROCEDURE:**

1. A performance planning and evaluation conference will be scheduled between the employee and supervisor. This will be done at least annually and at any time when there is a need to add additional responsibilities or change current responsibilities.

2. During the conference: a) The employee's job description will be reviewed. b) The current job responsibilities will be discussed and reviewed. c) The employee's performance outcomes will be reviewed, the rating will be discussed, and additional comments or suggestions will be noted. d) The employee's strengths and any suggested improvements will be discussed. e) Changes in responsibilities and/or new responsibilities to be added for the next performance period will be planned. Any additional goals will also be discussed and documented.

**P E R F O R M A N C E E V A L U A T I O N**

LEVELS OF ACHIEVEMENT

3 – Exemplary 2 – Good Work 1 – Needs Improvement

**Scores of “1” & “3” require a comment**

**PERFORMANCE OUTCOMES RATING**

**\*1. Provide efficient and consistent management of the front office. Assure and maintain an**

**organized, professional front office.**

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**\*2. Must maintain an awareness and understanding of the dual role of Cottonwood as it applies**

**to CDDO functions and regulations.**

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**\*3. Responsible for hiring, training, and supervising the Receptionist/Office Assistant.**

**Provide assistance with all duties needing to be completed in the Receptionist’s job**

**description.**

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**\*4**. **Provide job vacancy information to applicants and assist with the on-line application**

**process when needed. Mail vacancies to EOE and post position vacancies.**

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monitor and file a copy of each invoice processed.

b) Backup Data entry of Maintenance, Transportation, and Non-Medicaid TCM invoices

along with appropriate mailing/distribution and the maintenance of a filing system entered

by Receptionist/Office Assistant or Finance Manager.

**c) Data entry and maintenance of database of all incoming checks and cash for**

**Cottonwood, Inc.**

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**disbursed maintaining document control protocols as directed by the Administrator**

**of Services**

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**maintaining document control protocols..**

**c)** Serve as backup for recording minutes in various departments as needed.

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**\*8. Monitor postage and postage machine. Prepare and meter all out-going organization**

**mail daily and deliver it to the post office. Order postage as needed and maintain a**

**record. Provide the maintenance requirements of the postage machine.**

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**distribution of in-coming organization mail. Provide assurance that the copy room is**

**maintained and in order.**

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Transportation rides are printed and faxed on a daily basis.

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**from the designated business. Prepare Purchase Requisition for departmental supply**

**orders. In conjunction with other departments, clean and organize the storage room on a**

**regular basis.**

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Retrieve ERT supplies during drills or actual emergencies.

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\*19. Assist CEO and management staff with support needed while preparing for meetings

(i.e. errands, copies, and assistance during the absence of the Executive Assistant).

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\*20. . Oversee scheduling of various maintenance and repairs throughout the organization as

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participation and negotiation and follow through with assigned responsibilities.

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**\***24. Develop *caring relationships* with each individual receiving services and use *lavish praise*

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manner. Assure that absences do not adversely affect the timely completion of

responsibilities and unduly burden co-workers.

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\*26. Attend meetings and in-services as required to maintain competency in position.

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\*27. Assure compliance with Cottonwood’s Policies & Procedures.

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28. This position will perform other duties within the guidelines of this job description as

assigned by the Finance Manager.

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**TOTAL NUMERICAL SCORE:\_\_\_\_\_\_\_\_\_**

**AVERAGE SCORE:\_\_\_\_\_\_**

**Total added score divided by number of outcomes**

**PERCENT SALARY INCREASE: \_\_\_\_\_\_\_\_\_**

**PLANNING OUTCOME**

**PRINCIPAL STRENGTHS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_**

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**SUGGESTED IMPROVEMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**PROGRESS MADE ON LAST YEAR’S GOAL(S):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**GOAL(S) FOR THE COMING YEAR:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SUPERVISOR'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**EMPLOYEE'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**CHANGED RESPONSIBILITIES:**

**ADDED:**

**DELETED:**

**ADDITIONAL GOALS:**

Have you received any traffic citations in the past year?\_\_\_\_\_\_\_\_\_\_

If yes, please describe:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Proof of current personal auto insurance attached:\_\_\_\_\_

Bloodborne Pathogen Review:\_\_\_\_\_

Personnel Action Request:\_\_\_\_\_

Required In-Services Completed:\_\_\_\_\_

Corporate Compliance Policy Reviewed:\_\_\_\_\_

Harassment Policy Reviewed\_\_\_\_\_\_

Convert sick time for pay? \_\_\_\_

Employees may choose to convert up to 6 days of sick leave for up to 3 days pay, provided this leaves

at least 20 accumulated sick leave days. A PAR must be completed and the original sent to HR.

Do you need to update any of your “Emergency Contact” information? \_\_\_\_\_

EMPLOYEE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_

FINANCE MANAGER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_

CFO:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_

Revised: 06/20

**Cottonwood, Inc. Code of Ethical Conduct**

This Code of Ethics embodies certain standards of conduct for Cottonwood, Inc. including staff members and boards of trustees as the work of the organization is carried out daily. In abiding by this code, it is understood that staff and board members view his or her obligations in as wide a context as the situation requires, taking all the principles into consideration and choosing a course of action consistent with the spirit and intent by which they were created.



**T** I shall promote inclusion and equitable **TREATMENT** for all people.



**H** I shall be **HONEST** in all communication and marketing endeavors internally and externally.



**U** I shall do my **UTMOST** to inform and advocate for the individuals served.



**M** I shall provide **MISSION** based supports and services with integrity, compassion, and respect for all individual differences and choices as a member of a well trained, competent and diverse staff.



**B** I shall adhere to professional **BOUNDARIES, act with integrity** and promote excellence for all staff.



**S** I shall serve as a responsible **STEWARD** for public and private funds, committed to the highest standards of conduct in all business and fiscal relationships.



**U** I shall **UNITE** with individuals to promote choice, inclusion, growth and development.



**P** I shall respect the **PRIVACY** and confidentiality of persons served.

These concepts are woven throughout Cottonwood’s policies, job descriptions, corporate compliance plan, marketing, fiscal management, strategic planning, staff training, board orientation and performance reviews. They should be evident in all interactions with individuals served, co-workers, families, funders, and the public.

I am aware and will uphold the NISH Community Rehabilitation Program Ethical Standards, as listed on the back of this page.

If I become aware of any possible violations of the Code of Ethical Conduct, I should discuss it with my immediate supervisor, the Director of Human Resources, (785/840-1627) or another member of the Management Team.

I understand that violation of the Code of Ethical Conduct may be grounds for disciplinary action, up to and including termination.

Signature Date

revised: 03/31/2009

NISH COMMUNITY REHABILITATION PROGRAM ETHICAL STANDARDS

The Ethical Standards developed by the NISH Board of Directors present standards of conduct expected of NISH Affiliated Community Rehabilitation Programs. Whether a NISH Affiliate organization has an AbilityOne project or desires to participate in the AbilityOne program, these Standards represent essential qualities of conduct.

The Standards are:

1. We will treat people with disabilities with respect and put their aspirations and dignity first in the design and day to day operation of our organizations.
2. We will obey the law and regulations of the jurisdictions and authorities under which we operate, including Worker’s Compensation, OSHA, and the Department of Labor.
3. We affirm that we are duly organized, validly existing, and in good standing under the laws of the jurisdictions, and have all the power and government authorizations necessary to own and operate our assets and carry on our business.
4. We will assure that our employees and our governing body avoids conflicts of interest.
5. We will maintain a governance structure that promotes public confidence.
6. We affirm that neither our organization, nor officers or directors are presently prohibited from participation in transactions by any federal agency, or have been indicted or convicted of or had a civil judgment for commission of fraud, or other criminal offense in regard to performing a public contract.
7. We will qualify people with severe disabilities accurately and in good faith with AbilityOne Program regulations.
8. We will affirm current compliance and agree to continued compliance with all laws and regulations applicable to federal government contractors, as well as all laws and regulations pertaining to participation in the AbilityOne Program.
9. We will file accurate and timely reports, including Committee for Purchase Annual Report 404 and IRS 990.