



Career Opportunity

Position Title: Office Manager
Company: Northeast Ohio Natural Gas
Location: Lancaster, OH
Department: General and Administration
Posting Date: 8/16/2022
Apply by: 8/24/2022

PRIMARY FUNCTION

The Office Manager oversees the daily administrative operations of the Company offices including customer service, workload management and collections.

Manages and directs customer service activities to include phone coverage, turn-on scheduling, disconnects, payment posting, and miscellaneous duties.

Manages and directs general office duties to include, revenue cycle – timely (Billing?) and collections, timesheet entry, workload planning and scheduling, organization and problem-solving efforts.

Directs the office personnel response to interruption in gas service during an emergency (i.e. dispatch appropriate employees, updates to Operations Manager in that area)

Implement and administer office policies and procedures, and supervision of workflow priorities and standards.

Responsible for hiring, training, and retaining work force adequate to accomplish the Company's mission, goals and responsibilities.

Responsible for maintaining a high level of customer and public satisfaction, while keeping a high level of morale and energy among the administrative staff.

Actively supports marketing goals and efforts.

Actively supports Operating goals and efforts.

QUALIFICATIONS

An associate degree in Business Administration or other closely related application, or a combination of education and experience from which comparable knowledge of skills can be acquired, is necessary. Two years of office management experience preferred.

COMPETENCIES

This person performs tasks that require advanced skills in organization and planning and an overall knowledge of the Company. An individual with a capacity for exercising priority management is desired to facilitate administrative decision making.

Employee interpersonal skills are necessary to foster a cooperative environment.

Aptitude of accounting, budgeting, and cost control procedures while preparing routine administrative paperwork, along with the capacity to perform accounting procedures involving procurement and employment will expedite the financial aspects of the job.

Records management skills and proficiency to establish, analyze, and maintain efficient office workflow and administrative processes will yield a profitable operation.

A proven ability to organize and coordinate; effectively gather data, compile information; and prepare reports is instrumental to success.

Skill in the use of personal computers and related software application are required. Proficient with Microsoft Office, word and excel.

WORKING CONDITIONS

Work is typically performed in a normal office environment with moderate noise level.