

JOB DESCRIPTION



Job Title:	Office Coordinator
Classification:	Full-time, Non-Exempt
Department:	Administration
Reports To:	Borough Manager
Direct Reports:	Limited supervisory responsibilities (1 PT Admin. Asst.)
Expected Work Hours:	8 hours per day; 40 hours per week, Attendance at evening meetings may be required.
Salary Range:	\$38,000 - \$45,000 (Annually)

I. POSITION SUMMARY

Office Coordinator will undertake a variety of day-to-day office and clerical tasks. The Office Coordinator will be an integral part in ensuring that office operations run smoothly and are successful in supporting other business activities. In addition, the Office Coordinator will be responsible for administering the Malvern Borough Parks & Recreation Committee’s activities and events.

In addition to typing, filing and scheduling, performs duties such as coordination of meetings, obtaining supplies, and coordinating direct mailings. Answers non-routine correspondence and assembles highly confidential and sensitive information. Deals with a diverse group of important external callers and visitors, as well as, internal contacts at all levels of the borough. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in office practices or procedures.

The office coordinator shall be an organized and competent professional with strong communication skills, who will be comfortable dealing with people and able to carry out office duties with accuracy and efficiency.

The primary goal is to ensure that office operations are efficient and add maximum value to the organization.

II. DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) Maintains office workflow by studying methods; implementing cost reductions; developing reporting procedures.
- 2) Resolves office problems by analyzing information; identifying and communicating solutions.
- 3) Maintains rapport with customers, managers, and employees by arranging continuing contacts; researching and developing new services and methods; setting priorities; resolving problem situations.
- 4) Provides information by answering questions and requests.
- 5) Responsible for the ongoing planning, development, facilitation and evaluation of, where required, all Malvern Borough Parks & Recreation Committee’s programs for implementation in the community.

- 6) Attends Malvern Borough Parks & Recreation Committee meetings and provide administrative support.
- 7) Update the lists of Borough Officials and Citizen Committees and Commissions
- 8) Prepare for publication the calendar for Borough Council and Planning Commission meetings
- 9) Send appointment and re-appointment letters to various citizen committee and commission members with a congratulatory message.
- 10) In January, all landlords of investment properties are billed for the license to rent that is issued annually. Record all licenses then file in tax parcel files.
- 11) New landlords of investment properties are sent letters assessing the one-time initial fee and the current year license fee, together with appropriate reporting and inspection forms required by Borough Ordinances.
- 12) At the end of the month, after the books are closed by the Treasurer, the Housing and property Maintenance Report is prepared
- 13) Assist with quarterly sewer billing and past due notices
- 14) Assist in posting all sewer and tax payments
- 15) Open and sort the mail.
- 16) Assist residents and contractors who come into the office.
- 17) Record all property transfers, new owners names added to Tax Duplicate and Tax Parcel cards
- 18) Log in revenues on Daily Receipt log for the Sewer Fund and General Fund
- 19) At the end of the year, prepare new Vendor Files
- 20) Prepare tax certifications for mortgage companies
- 21) File all paid bills in vendor files
- 22) Assist with mailing of real estate taxes
- 23) Record real estate tax monies received
- 24) Assists with grant funding opportunities and applications
- 25) Maintains continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.
- 26) Completes office projects by identifying and implementing new technology and resources; redesigning systems; recommending re-deployment of designated resources.
- 27) Accomplishes department and organization mission by completing related results as needed.
- 28) Follow office workflow procedures to ensure maximum efficiency
- 29) Maintain files and records with effective filing systems
- 30) Mail permits and Certificates of Occupancy letters, etc., for the Code Enforcement Officer as requested.
- 31) Assist Code Enforcement Officer with filing and scheduling of inspections
- 32) Man the front desk and answer telephones, accept sewer and tax payments, housing license payments, distribute and receive permits, answer questions from residents and contractors
- 33) Receive contractor registration forms, issue and mail licenses, and record same

- 34) Support other teams with various Office tasks (redirecting calls, disseminating correspondence, scheduling meetings etc.)
- 35) Greet and assist visitors when they arrive at the office
- 36) Perform basic bookkeeping activities and update the accounting system
- 37) Deal with customer complaints or issues
- 38) Monitor office supplies inventory and place orders
- 39) Assist in vendor relationship management
- 40) Following office workflow procedures to ensure maximum efficiency
- 41) *This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

III. WORK ENVIRONMENT

This job operates in a professional office environment. Work often involves responding to angry, frustrated or upset individuals.

Physical Demands:

- 1) The employee must be able to see, hear, speak, use a phone, typewriter, computer, copier, scanner and postage machine, and move 15 pounds from one location to another. The employee must be able to file, type, and use an adding machine.
- 2) Ability to sit for a minimum of 4 up to 6 hours and move about the department and/or building for 2-4 hours a day.
- 3) Ability to bend, stoop, reach above shoulder level, lift, push and pull
- 4) Ability to use both the right and left hand for firm grasping, repetitive actions and fine manipulation including writing and typing

Travel: Travel to various other facilities or work sites is occasionally required.

IV. QUALIFICATIONS

Minimum Education: Associates Degree and/or Technical School certificate

Minimum Work Experience: Two (2) to Four (4) years in a related field

Preferred Education: Bachelor’s Degree

Preferred Work Experience: Five (5) or more years in a related field, with two (2) or more of those years in a similar office coordinator role

Required Competencies:

- 1) Ability to develop and maintain effective relationships with public officials, professional staff, local business representatives, media representatives and associates.
- 2) Proven experience as office coordinator or in a similar role
- 3) Experience in customer service or in a similar role
- 4) Knowledge of basic bookkeeping principles and office management systems and procedures
- 5) Knowledge of Microsoft Office, and accounting software(s)

- 6) Working knowledge of office equipment (e.g. VOIP Phones, Scanner)
- 7) Excellent communication and interpersonal skills
- 8) Organized with the ability to prioritize and multi-task
- 9) Reliable with patience and professionalism
- 10) Must possess a Valid PA Driver's License

V. SIGNATURES

This job description has been approved by all levels of management:

Department Head: _____ Date: _____

Borough Manager: _____ Date: _____

Disclaimer: *The statements above are intended to describe the general nature and level of work being performed by a person in this position. They are not intended as an exhaustive list of all responsibilities, duties and skills required to perform the job.*

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____