



## Harlow's Truck Center Office Manager

**Department:** Operations  
**FLSA Status:** Exempt  
**Grade/Level:**  
**Work Schedule:** Monday-Friday

**Job Status:** Full Time  
**Reports To:**  
**Amount of Travel Required:** <25%  
**Positions Supervised:** NA

### POSITION SUMMARY

This position will perform a wide variety of support and customer service tasks within the location. This position will require someone who is able to perform multiple tasks simultaneously. This position will also require a high level of attention to detail. Aspects of this position also including accounting, banking, and customer service.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- All positions are required to know, understand and follow all corporate guidelines as outlined in the company handbook.
- All positions are required to follow federal, state, local and company safety guidelines and procedures at all times while working on company premises or doing company business.
- All positions will at time be required to perform company related duties beyond the scope of the job title and description.

#### Essential Functions Statement (s)

- **HR Files** – This position will be responsible for ensuring that HR files at the location are current and accurate. This position will be responsible for ensuring that all new hires and terminations are processed based on company HR protocols and procedures. This position will act as the liaison with the corporate HR Department and the Branch Location.
- **Banking** – This position will be responsible for maintaining the locations banking accounts including processing payable and receivables for the location based on corporate Banking guidelines.
- **Accounts Payable** – This position will be the liaison between the location and Corporate AP department in regards to ensuring that all location Payables are coded in an accurate and timely manner. This position will provide locational Department Managers with invoices and follow up to make sure that they are being coded by the Manager. This position will also be responsible for ensuring all GL expenses are scanned and filed into the company's business system.

- **Mail** – This position will be responsible for retrieving and dissemination of all mail received and sent on a daily basis.
- **Office Supplies** – This position will be responsible for procuring office supplies for all departments. This procurement will be done based on the company’s approved processes and all expenses must be tracked and accounted for based on corporate guidelines.
- **Customer Service** – This position will be responsible for assisting the entire facility with customer service. This includes answering customer inquiries, answering incoming calls, dealing with customers at our location and ensuring that all customers are treated based on the Company’s acceptable guidelines.
- **Daily/Weekly Reporting** – This position will be responsible for running and disseminating daily, weekly and monthly reports. These reports will come from the company’s business systems and will be sent to department managers and executive staff on a regular basis.
- **Other Duties as Assigned** – This position will be responsible for a variety of tasks and projects throughout the course of any given day. It is the expectation that the person in this position will complete these tasks in a complete and timely manner.

#### **POSITION QUALIFICATIONS**

**Education:** Associate’s Degree (two year college or technical school)

**Or**

**Experience:** five to ten years related experience

**Basic Skills Required:**

- Able to work in fast-paced, self-directed entrepreneurial environment.
- Exceptional verbal and written communication skills.
- Intermediate proficiency level computer skills including MS Word, PowerPoint, Excel and Outlook.
- Prominent organization and presentation skills.
- Excellent time management skills.
- Highly energetic and self-starter.
- Decision-making, problem resolution and creative thinking skills.
- Able to multi-task the activities with shifting priorities.
- Should be honest, assertive and systematic.
- Competent skills in dealer software.

**Job Specific Skill Requirements:**

- Knowledge and experience in commercial bus and school bus sales, or the demonstrated ability to quickly learn them is preferred.
- Intermediate to Advanced proficiency with MS Office products including Word, Excel, and Outlook
- Experience in CRM software solutions.
- Experience dealing with cash or credit card transactions in a customer support environment

- Demonstrated ability to provide excellent customer service
- Social Media skills and internet literacy
- Accounting skills including AP/AR as well as basic GL accounting knowledge
- Ability to solve mathematical problems as related to banking, accounting and cash receipts
- Proven ability to manage multiple project simultaneously

**PHYSICAL DEMANDS**

<b>Physical Demands</b>		<b>Lift/Carry</b>	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	O (Occasionally)
Reach Above Shoulder	O (Occasionally)	<b>Push/Pull</b>	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

- N (Not Applicable)** Activity is not applicable to this occupation
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity 33%-66% of the time (2.5 – 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform, as the Company may deem appropriate.