



# Office Manager – CJC

## Job Description

Department: Children’s Justice Center  
Position: Career Service  
Grade: 721  
Supervisory: No  
Director – Children’s Justice Center  
Reports to: or Associate Director – Children’s  
Justice Center

### Summary

Under general guidance and direction of the Director – Children’s Justice Center (CJC) or Associate Director – Children’s Justice Center, performs routine and complex administrative support duties related to record keeping and office management for a Children’s Justice Center satellite office. Provides first-contact customer service to expedite the delivery of services provided. Assists with monitoring the department budget, including financial system data entry and tracking contracts. Incumbents serving in this classification also manage Children’s Justice Center volunteers.

### Essential Functions

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

1. Schedule, notify, and prepare materials for meetings, interviews, medical exams, and other CJC services; complete forms, as needed.
2. Maintain case tracking information and program data in database; enter data, as needed; update victim demographic information; collect and prepare information for statistical reports.
3. Transfer of recorded interviews conducted at the center to statutorily appropriate multi-disciplinary team agencies.
4. Assist with preparation of the annual budget for the department; monitor and track expenditures; coordinate disbursement of funds with the department head.
5. Prepare and maintain department purchase orders, budget adjustments, and accounts receivable and payable; identify budget discrepancies and propose solutions.
6. Monitor purchase orders for the Children’s Justice Center; ensure proper financial documentation requirements are met; process and track to completion; request transfer of funds, as needed.
7. Prepare invoices and billing forms for CJC medical services; submit billing information electronically, if required; receipt payments received for medical services to the Utah County Auditor and Treasurer for processing.

### For Office Use Only

Job Code: 6351  
Job Title: Office Manager - CJC  
FLSA: Non-Exempt  
Effective Date: 5/20/2024  
Public Safety: No

Worker’s Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Individual Contributor

8. Oversee and coordinate volunteer program for the department; recruit, select, and train volunteers on policies and procedures.
9. Function as liaison between volunteers, program staff, and the public; identify needs and opportunities for volunteer; develop promotional materials for public outreach.
10. Coordinate and perform front desk functions; review and improve clerical and administrative work processes; receive, screen, and direct incoming phone calls including calls from individuals in crisis; information and direct them in correct processes; provide initial response to questions, complaints, or problems; follow established communications and information sharing policies, practices, and procedures.
11. Function as department timekeeper; verify hours worked and mileage submitted for bi-weekly payroll; utilize the County's time entry system to ensure proper reporting of work time; coordinate changes and corrections with department employees and the Office of Human Resources, as needed.
12. Maintain an organized office environment; inventory, monitor, and order supplies, books, and equipment for the office; balance petty cash account, as needed.
13. Oversee and coordinate record keeping responsibilities; establish and maintain official documents and records in appropriate files; monitor retention schedules and ensure timely archiving of appropriate documents.
14. Maintain control files of matters in progress; follow up to ensure progression and completion of actions.
15. Attend regularly scheduled CJC Board meetings as needed to take and transcribe minutes; prepare reports and documents for distribution and review.
16. Process, sort, and distribute incoming and outgoing mail and reports.

### **Knowledge, Skills, and Abilities**

- Considerable knowledge of Utah County Rules and Regulations and Policies and Procedures
- Working knowledge of County budget development and administration
- Knowledge of legal and medical terminology
- Knowledge of the criminal justice system
- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of laws, codes, and regulations relevant to work performed
- Skilled in reading, writing, and basic accounting
- Skilled in operating audio and video recording devices, including transcription equipment
- Skilled in operating standard office equipment
- Skilled in word processing, basic spreadsheets, and pdf software
- Ability to maintain cooperative relationships with those contacted in the course of work activities
- Ability to remain calm and de-escalate crisis situations
- Ability to maintain confidentiality according to strict guidelines
- Ability to communicate effectively verbally and in writing

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- Ability to create and maintain record keeping and filing systems
- Ability to understand broad objectives and follow general and specific instructions
- Ability to type accurately and at an acceptable rate, based on job duties

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but may serve as a lead to some and as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This job may expose incumbent to mental stress associated with working with, and hearing detailed disclosures from, victims of abuse. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable situations. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to twenty-five (25) pounds. The employee regularly drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

### **Required Education and Experience**

1. Associate degree or equivalent.
2. Four (4) years of complex clerical or administrative support work experience, including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

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**Preferred Education and Experience**

- 1. Preference may be given to applicants who have a documented typing speed at or above the rate of fifty (50) WPM net.

**Additional Eligibility Qualifications**

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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