

Colantuono, Highsmith & Whatley, PC

Job Title: Office Manager

Reports to: Managing Shareholder Department: Administrative
FLSA Classification: Exempt
Supervises Others: Yes

JOB SUMMARY:

This position is responsible for the firm's Human Resources, Accounting, Time Keeping & Billing, IT Management, Administration, Office Facilities and Maintenance for both the Northern and Southern California offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meets all requirements for confidentiality of client, firm and personnel information.
- Meets all requirements for management of information including distribution controls (including respecting ethical walls between attorneys and support staff), secure filing and disposal, and records retention and storage.
- Communicates effectively and courteously with all contacts -- internal and external.
- Maintains current knowledge of firm policies and procedures and personnel laws and regulations applicable to the firm.
- Meets all applicable safety requirements for the position and work environment including prompt reporting of injury.
- Uses excellent speaking and writing skills to complete a variety of detailed responses; proofreads to identify work errors and corrects work accurately. Uses skill and judgment to ensure written or oral communications are clear, accurate, grammatical and of appropriate tone.
- Organizes workload throughout the day to meet project timelines and deadlines.
- Maintains a physical presence in office necessary to accomplish essential administrative and HR tasks, file management, accounts payable/receivable, account maintenance and billing, and provide coverage for other support staff when absent

Accounts Payable / Receivable:

- Processes semi-monthly payroll.
- Posts payroll journal information in QuickBooks and provides payroll data to PayChex and the firm's 401k provider twice a month.
- Posts 401(k) information in QuickBooks two days after pay date.
- Posts flexible spending transfer on banking Website.
- Posts transfer in QuickBooks.
- Processes checks for Shareholder signature on vendor invoices, expense reports and enters in QuickBooks and Timeslips if client chargeable.
- Accesses insurance information and enters in QuickBooks.
- Gatekeeper for expenses and expense reports; verifying they are accurate and comply with firm policies for reimbursement.
- Posts deposits in Operating/Money Market/CTA Accounts in QuickBooks as appropriate.
- Posts vendor invoices and expense reports in QuickBooks upon receipt and in Timeslips if client chargeable. Processes checks for expense reports.

- Runs A/R reports and follows up on client past due accounts and collection attempts on stale accounts.
- Responsible for processing payment of quarterly tax deposits.
- Runs bank balance twice a month.
- Compile month end reports and statements necessary for month end reconciliation of accounts via outside bookkeeping firm.
- Provides analysis and verification of accounts for vendor statement reconciliation.
- Maintains vendor files.
- Prepares and distributes 1099 forms at year end.

Account Maintenance:

- Posts deposits in money market account in QuickBooks and prepares check to firm for deposit in money mark account to fund pension obligations.
- Posts deposits for client trust accounts in QuickBooks; posts withdrawals from client trust funds in Timeslips.
- Maintains the firm's bank accounts, including the client trust accounts, following those procedures precisely.
- Prepares checks for client trust accounts payments.
- Runs monthly reports on client trust account balances and on checks to be processed for payment of firm invoices; processes checks or repayments.
- Monitors and replenishes Court Call account as needed.
- Posts deposits on Flex accounts in QuickBooks;
- Prepares forms for city licenses and processes payments and handles business license applications and renewals.

Billing:

- Oversees time entry in Timeslips for Shareholder(s) and Attorney(s); ensures timeliness and accuracy of billing entries; prepares pre-bills for review and processes edits; runs final invoices; ensures distribution of PDF to Shareholder(s) and selected clients; confirms required backup information is included with invoices to clients, if applicable; copies pertinent information received from vendors or attorneys during the month to include with client invoices; serves as the in-house expert on Timeslips and the billing process.
- Ensures shredding of Shareholder(s) and Attorney(s) time sheets after 6-months and the shredding of other sensitive information.
- Responsible for creating new clients in Timeslips, iManage and the file directory
- Create new file labels as needed
- Responsible for capturing all attorney and client rate changes including annual timekeeper increases
- Assists billing attorneys in collecting late payments from clients.
- Maintain client contract binder for special billing requirements

Office/Human Resource Administration:

- Oversees the day to day operation of the office including housekeeping, maintenance, supply purchasing, and correcting any safety or operational issues.
- Provides support to the Shareholders and maintains personnel files, employee roster, review schedule, emergency contact list, accrual tracking and posting of annual holiday schedule, payroll deadlines, vacation requests, employment posters and required notices.
- Makes travel arrangements for Shareholders and Attorney's as requested
- provide monthly update of upcoming celebrations, vacations and holiday's
- Organize employee celebrations, annual firm events and other firm functions
- Recruit and assist in filling of all Firm vacancies including sourcing candidates, arranging interviews, reference and background checks as needed.
- Prepare for and complete quarterly Profit Allocation process with support from Firm Controller
- Serve as initial point of contact with all the firm's vendors.
- Oversees the firm's file management system.
- Responsible for coordinating all new equipment purchases and installation.
- Completes administrative tasks as needed or assigned.

- Provides direct supervision to receptionists, file clerks and other as assigned
- Completes tasks as assigned; assists with other duties as assigned on a regular or occasional basis, including, but not limited to, processing status change forms, updating Shareholders on salary review dates, administering the 401(k) and profit sharing plans, on-boarding of new hires and conducting exit interviews.
- Produces and distributes year-end 1099s and W-2 to vendors and staff

IT Management and Support

- Oversees the day to day operation of the network, phone system, and software applications
- Interfaces with outside IT support vendors (Afinety, Cogent, Cable, Phone, etc)
- Tracks upgrades for software programs; coordinates with outside IT support vendors
- Maintains inventory logs of equipment
- Moves and re-installs computers and equipment

Facilities Management

- Responsible for maintaining physical office space, furniture, supplies
- Coordinating cleaning services
- Coordinating Service Requests with Landlord
- Coordinating with outside vendors for services (carpenter, electrical, HVAC, etc)

EDUCATION AND/OR EXPERIENCE:

- B.A. degree required or a combination of coursework and relevant experience
- At least ten years of office management experience; personnel and/or accounting experience in a law firm setting desired.

COMPUTER & EQUIPMENT SKILLS:

- Has excellent knowledge of computer operations; uses a keyboard and calculator proficiently and accurately.
- Experience with PayChex, ADP or similar payroll system
- Uses Microsoft Office (MS Word, Excel and Power Point) as well as Internet and email programs proficiently, with particular facility with spreadsheets.
- Uses typical office equipment.
- Expert level of skill in TimeSlips; expected to mentor the rest of the billing team.

PHYSICAL JOB REQUIREMENTS

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day. May stand for lengthy periods at events.
- Uses hands and fingers to operate computers, telephones, copying, faxing and office equipment plus filing of paper documents and handling of paper checks and invoices for up to 8 hours each day.
- Requires clear vision at 20 inches or less with or without corrective lenses or other appropriate accommodation of sight disability.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone with or without appropriate accommodation of hearing disability.
- Lifts up to 20 pounds regularly.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS

- Uses critical thinking skills to create original documents, reports and spreadsheets and interpret information furnished in written, oral or schedule form.
- Able to set goals based on available information and to plan work to meet deadlines.

- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to project likely future occurrences based on current or historic data.
- Detailed oriented, multi-tasking, and the ability to work independently, efficiently, and effectively.

OTHER

- A high degree of professionalism
- Occasional travel locally by car or out of town (i.e., Pasadena office) is required; must have clean driving record, current license and at least \$100k/\$300k car insurance
- Job may require occasional evening and weekend work hours to meet deadlines
- Keeps work area neat and orderly