



Job Description

Job Title: Site Manager

(Grade 37)

Department: Community Services

Supervisor's Title: Community Services Director

1. General Purpose of the Job: Oversee day to day operations of all program services provided out of county office. Supervise county staff as well as assist in taking applications for services.
2. Minimum Level of Education/Experience Required: Bachelor's degree and experience working in human services organization in supervisory capacity. Experience with common microcomputer applications including word processing, database, and spreadsheet applications.
3. License or Certificate Required:
 - A. Valid Iowa or Illinois Driver's License
 - B. Proof of current automobile insurance
4. Primary Duties and Responsibilities:
 - A. Provide orientation, training, and direct supervision to all assigned staff
 - B. Assist community services staff in completing applications for various agency programs
 - C. Provide supervisor with accurate and timely county program numbers for reports
 - D. Represent agency at regular meetings with other human service organizations
 - E. Establish and maintain effective working relationships with community resources, including other human service agencies, organizations, churches, and vendors, and develop extensive knowledge or resources within area
 - F. Hold regular staff meetings to ensure staff has latest program information and resource awareness, as well as to promote team concept
 - G. Generate daily, weekly, monthly computer reports on services provided to assure accuracy in staff data entry
 - H. Make recommendations for additional county activities or programs that meet the needs of low income customers
 - I. Suggest/recommend other training opportunities, as resources allow, to increase staff knowledge base
 - J. Regularly review performance for staff supervised
 - K. Act as primary contact for landlord regarding building concerns, maintenance issues if applicable
 - L. Work in supportive role to both customers and staff in area of problem solving
 - M. Ensure customer service
 - N. With authorization, purchase needed office supplies if applicable

5. Physical Demands:

A. Approximate amount of on-the-job work time spent in the following activities:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle, or touch				X
Reach above shoulders	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			

B. Approximate amount of force to be exerted or weight lifted:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Up to 10 Pounds		X		
Up to 25 Pounds	X			
Up to 50 Pounds	X			
Up to 100 Pounds	X			
More than 100 Pounds	X			

Describe the specific job duties that require the physical demands selected above:

Filing, moving files from office to storage, data entry, phone utilization, travel to meetings

6. Tools/Equipment Used:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Office Equipment				X
Computer				X
Motor Vehicle Operation		X		

7. Work Environment:

A. Approximate amount of exposure to the following environmental conditions:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Risk of electrical shock	X			
Vibration	X			
Work/job related travel		X		

B. Amount of noise typical for the work environment for this job: Moderate levels of noise, typical of office environment.

C. Describe the specific job duties that are affected by the environmental conditions selected above: Travel to community meetings, agency training, state training as required.

8. Protective Clothing/Equipment Required:

Not applicable

9. Supervisory Responsibilities: Directly supervise Community Services staff in county office as well as provide on site supervision to other program staff housed in office.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date

Job Description Last Reviewed: 3/7/2017 By: MAH