



Job Title: Business Manager	Unit: THRIVE
Status: Full-Time	Location of Position: Athens, GA
Date Opened: August 30, 2019	Date Closed: Open until filled

Business Manager

Position summary: Supervises, guides, and/or instructs the work assignments of subordinate staff. Performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. May enter data and/or process documents and records. The work includes operating standard office equipment. This Business Manager will also coordinate business and operations related activities associated with adherence to specific program guidelines for state and federally funded housing programs. This position also assists with development of financial planning and program trend reports, in respect to, ongoing sustainability of housing programs.

Job Responsibilities & Performance Standards:

1. Supervises and plans work of assigned staff

1. With input from each employee, defines and discusses performance goals and/or required results at the beginning of each performance period. Completes the required written documentation of performance goals.
2. Encourages employees to improve quality and quantity of work performed and provides training and development opportunities as appropriate. Confers regularly with employees to identify specific training needs and monitors training of new employees.
3. Communicates regularly with employees on progress toward defined performance goals, giving praise or constructive criticism as appropriate. Initiates corrective action when necessary. Maintains written documentation of performance.
4. Completes written performance evaluation on each employee within the established time frame, obtaining and considering all relevant information. Reviews evaluation with employee and discusses proposed salary action prior to implementation.
5. Recommends salary actions based on job performance. Recommends employee promotions, discipline, and dismissal based on careful, documented performance evaluation.

2. Conducts extensive research to compile information needed to generate reports, complete projects and accurately respond to questions and concerns

1. Communicates organization's goals and objectives to staff.
2. Monitors and provides timely feedback regarding unit's work to Division Manager.
3. Monitors and provides timely feedback to staff regarding quality of their work.
4. Provides direction to staff in interpreting and applying office procedures.
5. Evaluates unit policies, procedures, and recommends changes to Division Manager to ensure that assigned unit is functioning efficiently.
6. Plans and conducts regular staff meetings.

3. Acts as liaison with outside organizations (IRS, banks, vendors, creditors, and other agencies) to gather or report program-related information

1. Ensures for the timely and accurate filing, retrieval and distribution of member files within the agency.
2. Provides accurate and timely processing of incoming and outgoing mail for the agency.
3. Coordinates the agency receptionist service providing timely and accurate routing of calls, dissemination of information and greeting of guests according to agency policy.

4. Analyzes problems, questions, issues, etc. and develops and reports recommendations for resolving them

1. Responds to the agencies employee's service requirements and inquiries promptly, correctly and courteously.
2. Explains completely the current status of service requests particularly in the event service must be delayed or modified.
3. Maintains positive working relationship with all agency employees.

5. Assists the manager in organizing and executing routine activities and special projects

1. Monitors and assesses problems arising within work unit.
2. Determines and initiates appropriate action to resolve problems or assesses need to refer problems to Deputy Director.
3. Upon return of Division Manager, promptly gives complete and accurate report of all problems and their solutions.

6. Documents (e.g. logs, posts, records, etc.) data/information such as organizational unit or program area work activity, purchasing, budget expenditures, program changes, and resource utilization Prepares reports and communications

1. Maintains an accurate office supplies and printed material inventory to control and ascertain quantity on hand.
2. Orders office supplies and printed material when needed and according to established guidelines to ensure sufficient quantity on hand at all times.
3. Verifies the accuracy and quality of the order upon delivery and prepares the receiving documentation according to established guidelines.
4. Properly ensures for the storage, control, and delivery of the office supplies and printed material within the agency.
5. Processes delivery of new agency property according to established guidelines and delivers to appropriate area within agency.

7. Organizes and coordinates the efficient function of the program or agency

8. Plans and coordinates meetings, conferences, seminars, and travel calendars

9. Provides program, administrative, and/or technical assistance and interpretation Researches and resolves detailed program or client issues/questions and prepares documents

10. Provides program, administrative, and/or technical assistance to customers and staff

11. Researches and/or resolves program or client issues or questions

12. Reviews, processes, or issues licenses, applications, bylaws, reports, fees, intelligence data, etc.

Sample Technical Competencies:

- Knowledge of agency rules, policies and procedures
- Ability to use computer programs, calendar functions and electronic research sources
- Ability to handle multiple tasks at once and prioritize workload
- Ability to provide support services to both internal and external customers
- Ability to use proper judgment in selecting which issues to handle or re-direct
- Ability to identify customer's issues and provide satisfactory resolution
- Ability to supervise others

Entry Qualifications: High school diploma or GED AND two years of experience required at the lower level Admin Support 3 (GSS082) or position equivalent. Must show ability to lead or supervise a team.

TO APPLY

Applications must be received by the deadline date to be considered. Apply for the available position by submitting your resume to jcox@advantagebhs.org. Once your resume is considered, you will be asked to complete the State Application.

State application can be found at <http://www.advantagebhs.org/employee-forms.cms>.

Advantage Behavioral Health Systems

Human Resource Recruiter

250 North Avenue, Athens, Georgia 30601

Applicants are subject to criminal records, drug screening, employment, and/or background checks.

(Internal) This announcement is ONLY open to employees of Advantage Behavioral Health Systems

Advantage Behavioral Health Systems is an Equal Opportunity Employer