



Job Description

Position Title: Office Manager

Reports To: Owner / Business Manager

FLSA Status: Non-Exempt

Position Summary

The Office Manager is responsible for overseeing administrative operations, accounting support, vendor management, HR coordination, CRM oversight, and general office workflow. This role ensures accurate financial processing, organized information flow, and efficient support for technicians, sales, and leadership. The Office Manager serves as the primary administrative point of contact for customers, vendors, and internal staff.

Essential Roles, Responsibilities & Expectations (RREs)

Office Administration

- Convert work orders to invoices and send them to customers.
- Receive and route incoming calls; serve as first point of contact for customers and vendors.
- Organize, track, and distribute information to appropriate staff.
- Manage general office tasks including filing, communication flow, and administrative support.
- Oversee mail receipt and sorting.
- Coordinate garbage collection and facility upkeep as needed.

Accounts Payable

- Enter vendor bills into QuickBooks.
- Process payments and maintain accurate AP records.
- Manage vendor accounts including:
 - Invoice tracking
 - Comprehensive vendor oversight
 - Parts billing
 - Purchase order tracking
- Manage TLM payables.

Accounts Receivable

- Record incoming checks and customer payments.
- Monitor and follow up on past-due accounts.
- Prepare and send monthly statements.
- Manage TLM receivables.

Accounting Support

- Assist owner with payroll processing, including timecard approvals.
- Prepare and submit monthly tax reports with owner.
- Support Workforce Safety Program compliance and reporting.
- Complete credit card reconciliations.
- Manage insurance-related tasks:
 - Business insurance

- Vehicle insurance and registration/tabs
- BCBS health insurance coordination

Vendor Account Management

Maintain “Member in Good Standing” status with key vendors and partners, including:

- ADG (Buying Group)
 - Monthly payments and account maintenance.
- Hunter Engineering
 - Warranty claims
 - RGM submissions
 - Spec update database
 - Direct mailer coordination
 - Weekly parts pricing updates
- Other Vendors
 - Mohawk Lifts
 - Challenger
 - SVI
 - BendPak
 - Balcrank
 - Unipipe
 - QSP

Human Resources

- Manage PTO tracking, including vacation, sick, and holiday time.
- Maintain employee paperwork and personnel files.
- Ensure completion and distribution of W-2s and 1099s.
- Support onboarding documentation and compliance.

Marketing Support

- Maintain marketing materials including brochures and business cards.
- Assist with trade show planning and logistics.
- Coordinate advertising efforts.
- Manage staff clothing orders and branding materials.

Technology & IT Support

- Provide basic IT support for office systems.
- Manage company website updates.
- Oversee social media presence and content updates.

Travel Coordination

- Book hotel accommodations for staff.
- Arrange flights and travel itineraries.

CRM Management

- Maintain and update customer databases across:
 - Hunter
 - Dakota Lifts
 - Google Docs CRM
 - QuickBooks
- Manage annual lift inspection program:
 - Plan and schedule inspections
 - Coordinate with technicians

- Send inspection reports and work estimates
- Send W-9s during the first week of January.

Special Projects

- Alignment Class Coordination:
 - Schedule BSC
 - Arrange hotels and food
 - Manage JotForm
 - Handle invoicing
- Trade Shows:
 - Schedule, organize, and plan logistics
- Insurance Audits:
 - Gather and submit required documents to M&M by deadlines

Inventory Management

- Parts
 - Receive, stock, and organize parts.
 - Maintain accurate inventory counts.
- Tools
 - Track, organize, and inventory tools.
 - Manage ordering and replacement as needed.

Qualifications

- Experience in office management, bookkeeping, or administrative leadership.
- Proficiency in QuickBooks, Microsoft Office, and CRM systems.
- Strong organizational and communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Familiarity with vendor management and basic accounting principles.
- Experience in automotive, equipment, or technical service industries preferred.

Work Environment & Physical Requirements

- Standard office environment with occasional warehouse or shop exposure.
- Ability to lift up to 25 lbs. for inventory tasks.
- Ability to sit, stand, and move throughout the workday.

Acknowledgment of Job Description & Employment Conditions

I acknowledge that I have received and reviewed the Job Description for the position of Office Manager. I understand the duties, responsibilities, and expectations outlined, and I agree to perform the essential functions of the position to the best of my ability.

I understand that the Company is an Equal Employment Opportunity employer. Employment decisions are made without regard to race, color, religion, sex, national origin, age, disability, genetic information, marital status, pregnancy, veteran status, or any other protected status under federal or North Dakota law. The Company complies with all applicable nondiscrimination and accommodation requirements.

I understand that if I have a disability or medical condition that may affect my ability to perform any essential job function, I may request a reasonable accommodation at any time. The Company will engage in an interactive process to determine whether a reasonable accommodation can be provided, in accordance with the Americans with Disabilities Act (ADA) and North Dakota Human Rights Act.

I understand that employment with the Company is at-will. This means that either the Company or I may terminate employment at any time, with or without notice, and for any lawful reason. I understand that no manager, supervisor, or representative of the Company has the authority to enter into any agreement that alters the at-will nature of employment unless it is in writing and signed by an authorized representative of the Company.

I understand that this Job Description is intended to describe the general nature and level of work expected in this position. It is not an employment contract and may be updated or modified as business needs evolve.

Employee Name: (Print) _____

Employee Signature: _____

Date: _____