

**Job Description of the
Office Manager
Florida Counseling Association**

POSITION TITLE: OFFICE MANAGER

BASIC FUNCTION:

Serves as the Association's main resource for office organization. Maintains and tracks internal and external activities. Works with all levels of the Association. Supports general membership in answering questions and assists in renewing/joining the Association. Displays professionalism when conducting FCA business.

ADMINISTRATIVE SUPPORT:

1. Attends all meetings of the FCA Executive Board and submits a report on the status of office.
2. Supervises, guides, and directs any part-time or full-time staff working in the FCA office, as well as any independent contractors, consultants, or volunteers working for or on behalf of FCA.
3. Oversees maintenance of the personnel, legal, tax and membership records and the preparation of appropriate reports as may be required by law or by the FCA Executive Board.
4. Provides assistance to FCA programs as directed by the FCA Executive Board.
5. Represents the Association to other organizations and individuals as directed by the FCA Executive Board.
6. Provides administrative support for board, divisions, committees, regions, and chapters.
7. Processes all financial reimbursement requests and maintains documents.
8. Coordinates CEU application approvals with Ethics Committee and Past-President.
9. Maintains Association's business records.
10. Maintains inventory and orders office supplies.
11. Maintains all databases the Association uses for the virtual office.
12. Manages archives of FCA files and historical records.
13. Completes publication orders, coordinates production when necessary.

ACCOUNTING SUPPORT:

1. Provides financial information to the Treasurer, President, and FCA Executive Board as required.
2. Provides necessary information to the Finance Committee to assist in the development of a budget based on identified needs.
3. Attends all Finance Committee meetings as an ad hoc member.
4. Assumes, along with the Treasurer, the responsibility for all financial transactions of the Association as directed by the Association's fiscal policy.
5. Transfers funds between bank accounts.
6. Makes recommendations for investments to the Finance Committee.
7. Oversees all fiscal procedures of FCA, The FCA Foundation, Divisions, Regions, Chapters and Committees.
8. Arranges for an annual audit.
9. Prepares and submits, along with the Treasurer, all financial reports (quarterly or otherwise) required by the IRS and Finance Committee, with such documents to be signed by the Treasurer on behalf of the FCA Executive Board.
10. Posting of routine accounting transactions (payables and receivables) on a monthly basis.
11. Complete and sign reports and reconciliations.
12. Process expense vouchers/checks.

MEMBERS SERVICES:

1. Answers membership questions via telephone and email.
2. Monthly membership application processing.
3. Continually update membership database with current member information.
4. Provides quarterly membership report to FCA Executive Board, Division, Regions and Chapters.

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PROFESSIONAL TRAINING AND CEU SUPPORT:

1. Onsite assistance at convention, Leadership Development Institute (LDI), Professional Development Institutes (PDI).
2. Works closely with Convention Committee Co-Chairs on the format of the convention.
3. Works closely with all Divisions, Regions and Chapters on PDIs and CEUs.
4. Attends all meetings of the Convention Committee.
5. Maintains statistical record of all PDIs, LDI and Conventions within FCA and Divisions, Regions and Chapters which will include attendance, hotel utilization, exhibit sales and actual expenses and income.
6. Reviews final and any outstanding bills to ensure charges are correct and completed within 14 business days after the event.
7. Assists the Convention committee in review and selection of program proposals for section programs, pre and post conference workshops and main speakers.

COMMUNICATIONS AND MARKETING SUPPORT:

1. Submits matters of the Association's interest to publications editors.
2. Assumes responsibility for publications subscriptions, copyright applications, requests for reprints, author's copies, and complimentary mailing lists.
3. Assists the President in preparation of support/informational documents necessary for conducting Association business.
4. Participates in the education of consumers, political and corporate decision-makers, and reimbursement entities in regard to the training, credentialing, and services of Licensed Professionals.
5. Maintains FCA's website
6. Keeps FCA membership informed of the Association activities and programs.
7. Prepares and disseminates information such as: general public relations pieces, issues and position papers, general legislative platform and research documents.
8. Prepares and disseminates materials to educate the FCA membership, members of the Florida Legislature and other governmental agencies (i.e. legislative briefs, fact sheets, flyers).

GENERAL DUTIES:

1. Performs other duties and responsibilities as required by the FCA Governance Manual or as assigned by the FCA Executive Board and/or the Presidents' Council.

REPORTS TO:

FCA Executive Board

EXTERNAL RELATIONSHIP:

Extensive contact with the general membership regarding membership join/renew, membership benefits questions, conference/convention, LDI, PDIs, registration, and publication orders. Weekly contact with the FCA Presidents' Council. Frequent contact with FCA Executive Board, Divisions, Committees, Regions and Chapters.

QUALIFICATIONS:

Able to work with a small staff in a fast-paced, deadline driven, smoke-free environment. Ability to work independently. Accounting aptitude, accuracy and attention to detail required. Customer service orientation. High degree of proficiency in the use of technology in your work, to include but not be limited by Microsoft Excel, QuickBooks and Microsoft Office. Minimum two years related experience in an office environment. Membership services experience preferred. Other duties as assigned.