



Lake County 911

2293 N. Main Street
Suite A-312
Crown Point, IN 46307
219.755.6510

Mark Swiderski, CPE, ENP
Executive Director

Christine Trajkovski, CPE
Deputy Director of Operations

Corbin Bish, CPE
Deputy Director of Support Services

Job Description

POSITION: Office Manager
DEPARTMENT: E-911
DIVISION: Administration
REPORTS TO: Executive Director
FLSA STATUS: Exempt
STATUS: Full-Time
SALARY: \$50,400

POSITION SUMMARY:

The Office Manager is responsible for overseeing and managing administrative operations to ensure the efficiency of the Lake County 911 office. This includes handling financial functions, processing payroll, coordinating personnel tasks, and maintaining office records and supplies. The Office Manager plays a key role in supporting the Executive Director and department heads by managing clerical duties and vendor relations.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

Administrative & Clerical Responsibilities

- Provide efficient operation of the administrative office by screening telephone calls, visitors, and mail, answering or referring inquiries and complaints to the appropriate staff, and arranging/canceling appointments and meetings.
- Perform clerical, receptionist, and project-based work for the Executive Director and department heads.
- Prepare and distribute meeting agendas, packets, and minutes.
- Organize and manage a retention system for all LCEC files, including arranging the destruction of files, when appropriate.
- Assist in archiving and disposing of records as necessary.



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Financial & Payroll Management

- Process bi-weekly payroll for all LCEC employees via a third-party payroll service.
- Handle financial functions accurately and in a timely manner, including accounts payable, accounts receivable, purchase orders, and reporting.
- Administer purchases for agency personnel by contacting vendors, preparing purchase requisitions, and creating purchase orders.
- Research, price, and purchase routine office supplies and facility services within budget and purchasing guidelines.

Personnel & Office Operations

- Assist in performing personnel tasks, including maintaining personnel files, payroll records, paid time off accruals, and scheduling.
- Assist in onboarding new employees.
- Oversee office facility maintenance, including liaising with external vendors and service providers.
- Communicate effectively, orally and in writing, with all levels of management and staff.
- Maintain confidentiality regarding personnel and sensitive matters.
- Participate in the development and implementation of department goals and objectives.
- Comply with all orders, policies, procedures, rules, and regulations of LCEC and Lake County.
- Perform any other duties as assigned by the Executive Director or designee.

QUALIFICATIONS & REQUIREMENTS:

Minimum Qualifications:

- Experience with receptionist, clerical, or secretarial duties.
- Must be at least 18 years of age.
- A high school diploma or equivalent is required.
- Typing speed of 35 words per minute.
- Strong moral and ethical character.
- Valid driver's license.
- Strong analytical and logical problem-solving skills.
- Proficiency in the English language, including proper usage, spelling, punctuation, and grammar.
- Strong interpersonal skills, including the ability to work one-on-one, in a group environment, and public speaking.
- Proficient in Microsoft Office Suite: Word, Excel, Outlook, and database management.



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Preferred Qualifications:

A strong candidate will also have experience in the following areas:

- Two (2) years of experience in office management.
- Two (2) years of experience as an Executive Secretary with some finance responsibilities.
- Previous experience in a municipal or public safety environment.
- Finance software and advanced spreadsheet skills.
- Experience with public meetings.
- Computer/data entry experience.
- Strong attention to detail and follow-up.

PHYSICAL & WORK ENVIRONMENT REQUIREMENTS:

- Must be articulate and comfortable speaking in front of others.
 - Regularly work in an indoor/office environment and required to sit and/or use repetitive hand motion.
 - Frequently required to talk, hear, stand, and walk.
 - Must occasionally lift and/or move up to 25 pounds.
 - Must be able to work in excess of continuous 8 hours when required.
 - Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.
 - Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
 - Must be able to speak and communicate clearly over telephones.
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