



**THE GUIDANCE CENTER**  
Child & Family Mental Health • PROVIDING HELP AND HOPE SINCE 1946

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**Job Posting: Office Manager - Compton**

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**Location:** Compton, CA

**Classification/Status:** Exempt/ Full-Time

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**About The Guidance Center (TGC):**

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 14 paid holidays. **All employees must be vaccinated against COVID-19 in accordance with applicable law. The Guidance Center will evaluate requests for exemption in accordance with applicable law.**

**Summary Statement:**

The Office Manager provides administrative support to the program and oversees the front office operation. Exhibit good interpersonal skills by using excellent communication skills, both orally and in writing, as the Office Manager will serve as the face and voice of the agency. Oversees all aspects of the front-office administrative tasks that keep it running smoothly. Supervises Program Assistant. Maintains a high level of professional, service-oriented behavior when relating to coworkers, clients, internal and external callers. Understand and maintain client, employee and program confidentiality and exercise a common sense understanding in carrying out directions and/or instructions, both written and oral, and in their handling of routine, minor problems/situations.

Read and comprehend instructions, reports, policies and other documents to prioritize workload and maintain a high level of service-oriented behavior and personal productivity. Must be flexible and willing to learn, especially in the area of mental health clients in a non-profit environment.

Regular attendance is an important factor in employee's job performance in order for The Guidance Center to maintain efficient operations. When employees are absent, schedules and commitments fall behind, and other employees may need to assume added workloads. Employees are expected to report to work as scheduled on time.

**Qualifications:**

Graduation from high school or equivalent and at least 3 years of extensive administrative experience, and/or courses at a community college or vocational school which included skills in basic computer programs such as Excel and other skills such as typing and business communication.

Computer literate in Microsoft Office programs, such as Word, Excel, Outlook. Depending on position within the agency, may be required to possess or ability to learn, PowerPoint, Publisher, Access or related database management software.

Must have vehicle and maintain a valid CA driver's license and automobile insurance, or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the



Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.

**Responsibilities:**

1. Oversee operation of front office and provide supervision to Program Assistant. Serve as liaison between Program Manager and staff.
2. Coordinate completion of basic vehicle maintenance (car wash, gas, oil changes) for Program van. Ensure compliance with van documentation such as car insurance, vehicle registration, etc.
3. Member of agency Safety Taskforce. Attend all Safety Taskforce meetings and represent Compton office. Responsible for coordinating with Facilities Manager for annual safety drill. Responsible for orienting new employees to agency safety practices. Keep current and distribute all emergency procedures. Coordinate with Facilities Manager to ensure annual fire inspection is complete.
4. Conduct weekly inventory of office supplies and order as needed. Coordinate and order staff office supplies. Ensure all office equipment such as fax, copier, phones, and lights are in good working order. Coordinating with Facilities Manager, serve as point of contact for all building vendors and service providers. Address minor repair issues and escalate as needed to Facilities or IT Manager. Work with Finance department to ensure business license is current.
5. Maintains office files and keeps filing current and up to date. Manages off site storage with vendor for appropriate retrieval and shredding of aged documents.
6. Responsible for reconciliation of petty cash account. This includes tracking, logging, and maintaining necessary back up documentation.
7. Provide translation for MD's as needed. Complete requests of information needed by MD's from third parties. Supervise Program Assistant on all needed support to MD's which includes scheduling, follow up with pharmacies, and support to clients to obtain medication.
8. Orient new Program staff to office and office procedures. Issue keys and assist with office assimilation. Ensure that clinical staff are properly set up for DMH billing. This includes obtaining billing authorization from DMH for new hires and following up with clinical staff regarding registration/license renewal as needed on an ongoing basis.
9. Create, enter and update Welligent information for all clinic staff including setting/resetting passwords, processing change of records, and ensuring accuracy of Welligent chart setup (i.e. funding source and EBP models)
10. Enter clients as well as corresponding services in IBHIS during intake process. Update as needed through treatment. Close out client charts in IBHIS and Welligent upon termination.
11. Receive and organize FSP client referrals. Track referrals to ensure that cases are open in accordance with FSP contract. Ensure accuracy of referral spreadsheet for all clients and oversee Centralized Scheduling of intake appointments. Conduct opening intake paperwork appointments as needed.
12. Organize and present clinical monitoring reports including billing violations, eligibility report, and clients out of compliance with the agency attendance policy. Assist on any administrative follow up needed regarding these clinical issues such as suppressing billing



or assisting families in re-establishing MediCal coverage.

13. Process outcome measures through collection of forms, monitoring timely completion by clinician, and entering OMA data into the DMH system.
14. Assist Program Manager in maintaining services to compliance with DMH contract requirements including MediCal recertification and ensuring after hours phone is set up correctly.

### **Equal Employment Opportunities:**

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally. The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

### **How to Apply:**

For immediate consideration, please submit resume to [humanresource@tgclb.org](mailto:humanresource@tgclb.org)