



The Town of Cottage City
3820 40th Avenue,
Cottage City, MD 20722
Phone: (301)-779-2161 Fax: (301) 779-3525

STANDARD OPERATING PROCEDURE (SOP)

Office Manager

1. Purpose

To establish standardized procedures for the Office Manager to ensure efficient municipal operations, accurate financial management, regulatory compliance, proper records retention, and high-quality service to residents, staff, commissioners, and vendors.

2. Scope

This SOP applies to all administrative, financial, payroll, licensing, records management, and public service duties performed by the Office Manager.

3. Reporting Structure

Reports To: Town Manager

Works With: Commissioners, Municipal Staff, Vendors, Residents, Election Officials

4. Core Responsibilities

- Maintain and improve municipal office systems and procedures.
 - Oversee payroll, accounts payable, licensing, permits, and tax processing.
 - Ensure accurate record retention and regulatory compliance.
 - Support budgeting and financial tracking.
 - Provide administrative support for meetings, elections, and town events.
 - Deliver professional customer service to the public.
-

5. Standard Operating Procedures by Function

A. DAILY OPERATIONS



A1. Front Office & Communications

1. Answer incoming calls professionally within three rings.
 2. Check and return voicemails daily.
 3. Respond to public inquiries via phone and email within 1 business day.
 4. Provide accurate information regarding licenses, permits, taxes, rentals, and events.
-

A2. Accounts Payable - Bill.com

Daily:

1. Review incoming bills.
2. Input bills into Bill.com.
3. Assign correct coding for each transaction.
4. Verify payment details and approvals.
5. Input new vendors and upload W-9/W-2 documentation.

Monthly:

1. Review transaction coding accuracy.
 2. Sync Bill.com coding to QuickBooks at month-end.
 3. Reconcile discrepancies immediately.
-

A3. Payments & Deposits

Upon Receipt of Checks:

1. Stamp "For Deposit Only."
2. Make copies for record retention.
3. Secure payments in Town Manager's office until deposit.

Monthly Deposit Process:

1. Tally all payments.
 2. Prepare bank deposit.
 3. Record deposit in Excel bank log.
 4. Scan deposit documentation.
 5. Upload deposit and bank log to ALTA Shared Drive.
-



6. Scan and upload monthly bank statements.
-

B. PAYROLL & HUMAN RESOURCES

B1. Time & Attendance

1. Assist staff with activating time clock system.
 2. Review time & attendance regularly.
 3. Print time reports each pay period.
 4. Verify accuracy prior to payroll processing.
-

B2. Payroll Processing

Each Pay Period (Staff):

1. Confirm time records.
2. Process payroll in PayChex.
3. Submit payroll.
4. Print Payroll Journal
5. File hard copies of payroll and time records.

Monthly (Commissioners):

1. Process payroll.
 2. File documentation.
-

B3. Onboarding

1. Collect verification documents (I-9, W-4, etc.).
2. Input documents into PayChex.
3. Set up:
 - Pay rate
 - Deductions
 - Time off policies
 - Sick leave
4. Assist with benefits and retirement enrollment.



B4. Offboarding

1. Process termination in PayChex.
 2. Finalize payroll.
 3. Notify benefits and retirement administrators.
 4. Maintain documentation for records retention.
-

B5. Mission Square Retirement

Each pay period:

1. Input Mission Square payment into portal.
 2. Mail payment and payroll journal.
 3. Maintain copies for records.
-

C. LICENSING, PERMITS & RENTALS

C1. Business Licenses

1. Check Formsite daily for submissions.
 2. Send 60-day and 30-day renewal notifications.
 3. Process and print licenses.
 4. Deliver licenses electronically or physically.
 5. Log licenses into Excel spreadsheet.
 6. File hard copies.
-

C2. Permits

1. Check Formsite for applications.
 2. Process and print permits.
 3. Distribute to appropriate parties.
 4. Process refunds if applicable.
 5. Log permits and refunds in Excel.
 6. File documentation.
-



C3. Town Hall Rentals

1. Monitor Formsite for rental requests.
2. Email rental procedures and requirements.
3. Process payments and refunds.
4. Input refunds into Bill.com.
5. Log rentals and refunds into Excel.
6. File hard copies.

D. TAX ADMINISTRATION

D1. Personal Property Taxes

1. Print tax bills for vendors.
2. Create mailing labels.
3. Mail tax bills.
4. Record payments received.
5. Update Bill.com for tax payments.
6. Maintain tax records for retention and audit purposes.

E. RECORDS MANAGEMENT

1. Maintain organized physical and digital filing systems.
2. Follow municipal record retention schedules.
3. Ensure secure storage of sensitive documents.
4. Scan and upload required documents to ALTA Shared Drive monthly.
5. Dispose of records per approved retention policy.

F. BUDGET & FINANCIAL REPORTING

1. Assist Town Manager in preparing annual budget.
2. Track budget expenditures.
3. Analyze variances.



4. Prepare summary reports.
 5. Recommend corrective financial actions when needed.
-

G. OFFICE MANAGEMENT & SUPPLIES

1. Monitor inventory levels.
 2. Order supplies as needed.
 3. Reload postage machine funds.
 4. Maintain office equipment functionality.
 5. Develop and improve office systems and procedures.
-

H. COMMUNICATIONS & COMMUNITY ENGAGEMENT

H1. Newsletter

1. Create monthly newsletter.
2. Create mailing labels.
3. Mail newsletter.

H2. Meetings

1. Coordinate Town Hall and Work Session meetings.
2. Arrange catering and setup.
3. Prepare meeting minutes.
4. Maintain permanent record of minutes.

H3. Events

1. Plan town events.
 2. Create promotional flyers.
 3. Coordinate vendors.
 4. Manage logistics and setup.
-

I. MUNICIPAL ELECTION SUPPORT

1. Assist election officials as required.
2. Prepare documentation and materials.



3. Maintain election records per legal requirements.

6. Compliance & Confidentiality

- Maintain strict confidentiality of payroll, HR, tax, and financial records.
 - Ensure compliance with municipal, state, and federal regulations.
 - Immediately report discrepancies to the Town Manager.
-

7. Performance Standards

- 100% payroll accuracy.
 - Timely processing of bills, licenses, and permits.
 - Accurate monthly financial reconciliation.
 - Always organized and audit-ready records.
 - Professional and responsive public service.
-

8. Review & Updates

This SOP shall be reviewed annually and updated as needed to reflect changes in municipal regulations, financial systems, or administrative procedures.

Approved By: _____

Title: Town Manager

Effective Date: _____

Revision Date: _____