



Job Code: 0096
FLSA: NE
Unit: PCEA
Revised: 1/98

OFFICE MANAGER

DEFINITION

Under general direction of the department head, performs a variety of administrative, technical, and complex secretarial duties in order to ensure effective and efficient office operations, to provide assistance to department management, coworkers and the general public. Performs related work as required.

The Office Manager is the highest level in the secretarial/clerical series and positions are responsible for the management of office support activities in the department assigned. This class is distinguished from the next lower class of Administrative Assistant by its considerable opportunity for the exercise of independent judgment and decisions within the department. Work is not closely reviewed and decisions have the effect of finality in most cases. Errors could be costly in terms of time, public relations, and budget. Positions typically provide supervision to subordinate staff.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from department head and/or management staff. Exercises direct, technical and/or functional supervision over lower level positions.

TYPICAL DUTIES

The following duties represent the principal job duties, however, they are not all-inclusive. Other duties may be required and assigned.

1. Design, coordinate, revise and maintain overall office systems for records and documents related to departmental operations, including computer files and databases and hard-file systems.
2. Maintain department files, materials and information of a confidential nature.
3. Arrange appointments, conferences and meetings; maintain appointment calendar for department head; make travel arrangements for department head and staff.
4. Train, supervise, and evaluate assigned staff in the performance of varied clerical, technical and administrative tasks.
5. Compose letters, memoranda, and other written communications in response to questions from City's staff and the public involving an understanding of departmental and City policies and regulations.
6. Type correspondence, reports and other materials on a variety of general and technical topics from rough drafts and other sources.

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7. Perform moderately difficult administrative tasks related to departmental operations, which may include but are not limited to data research, report writing, coordination of special events, assistance in budget preparation, and development and maintenance of tracking systems for budget expenditures.
8. Research and complete a variety of documents regarding personnel matters and departmental operations, ensuring timely submittal to appropriate department for processing.
9. Prepare City Council, commission and/or committee items, including transmittals, resolutions, proclamations, agendas, meeting minutes, correspondence, etc.
10. Perform computer data entry to record and retrieve department information and to prepare correspondence and reports, etc.
11. Receive, screen and respond to requests and complaints from visitors and telephone callers.
12. May collect, record and deposit fees, fines, or other monies as required.
13. Plan, assign, monitor and evaluate the work of subordinate personnel engaged in the performance of clerical and/or technical/administrative work, and trains subordinate clerical staff.

Auxiliary Duties:

The following duties represent duties that are generally performed by this position but are not considered to be principal job duties:

1. Perform routine clerical duties
2. Ensure the proper maintenance of department office equipment
3. Attend meetings, workshops and seminars as required or appropriate
4. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Modern office procedures and practices including business correspondence, filing and the operation of computers and other modern office equipment.
2. City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
3. General City operations
4. Principles of supervision

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Skill to:

1. Type accurately 60 wpm.
2. Make independent decisions and use good judgment in applying City policies, rules and regulations.
3. Format and produce in finished form, reports, letters, spreadsheets and related documents using the word processing software used by the department.
4. Communicate effectively orally or in writing.
5. Operate computers and other modern office equipment.
6. Supervise the work of subordinate staff, including planning, assigning, monitoring and evaluating work.
7. Establish and maintain effective working relationships with other City employees and the public.
8. Learn and utilize new skills and information to improve job performance and efficiency.

Education:

High school diploma required: Vocational/technical diploma in secretarial science, office management or related field preferred.

Experience:

Any combination of training and experience that would provide the knowledge and skills is qualifying. A typical way to obtain the knowledge and skill is: Four years of increasingly responsible office support experience, including public contact and the full range of general clerical and secretarial duties.

Special Requirements:

Performance of the important duties of this position include the following physical demands and/or working conditions: Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry and/or the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communications ability.

(jd0096.sam)