



SC – PAY GRADE 17

OFFICE MANAGER

DUTIES AND FEATURES OF THE CLASS:

This is a supervisory position involving support to a Department Head, Director and/or Senior Staff by providing office coordination, managing work flow, supervising the office support staff, supervising and performing financial accounting functions, and directing a wide variety of support services in a professional office environment. The employee in this class has considerable latitude for the exercise of independent judgment in managing and planning. The work requires the exercise of professional skill, initiative and judgment.

EXAMPLES OF WORK:

Plans, organizes and directs day-to-day office support activities under the general direction a Department Head, Director and/or Senior Staff; supervises and coordinates overall administrative activities, ensuring the smooth and efficient operation of the office; analyzes and makes recommendations regarding operating practices and procedures including personnel, work-flow and record keeping; establishes performance standards; trains and orients new employees; plans, assigns and evaluates the work of subordinates; counsels and disciplines subordinate employees; provides and makes recommendations regarding purchasing and financial accounting practices and procedures; establishes and maintains system for tracking receipts and processing of invoices from vendors to ensure timely receipt and payment of bills; may act as assistant to a Department Head, Director and/or Senior Staff in operational areas such as preparing reports, assisting in budget preparation, scheduling appointments and performing special projects; in cooperation with the Department Head, Director and/or Senior Staff, acts as liaison with vendors, government representatives, other County agencies and the public; prepares, processes, and maintains files, books, cards, tapes, bills, licenses, ledgers, notes, bonds, deeds, permits and similar legal/official documents as applicable; posts records as necessary; types a variety of material; receives and records money, makes deposits as required; prepares reports; reconciles statements; updates lists; enters data into computer and generates reports from such data; calculates and tabulates as necessary; receives and responds to complaints, requests and other inquiries, meets and assists public with disposition of problems, questions, requests or complaints; performs related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Comprehensive knowledge of the principles and practices of office management, planning, organization, administration and supervision; ability to delegate and manage work through others; ability to handle complaints tactfully and thoroughly; ability to resolve conflicts within the department; ability to make mathematical calculations and tabulations rapidly and accurately; ability to make decisions recognizing established policies, practices, and systems and to use judgment, resourcefulness and tact in meeting new problems; ability to establish and maintain effective working relationships with staff, department heads, representatives from other agencies; elected officials and the general public; familiarity with governmental purchasing standards and practices; high level of interpersonal skills to handle sensitive and confidential situations.

QUALIFICATIONS:

Minimum High School diploma or GED with at least (7) seven years related experience in office management OR an Associates degree with at least (5) five years experience in office operations and management OR a Bachelors degree with at least (3) years experience in overseeing office operations; minimum of (3) three years experience in staff supervision which includes planning, assigning, reviewing, and evaluating the work of others; strong knowledge of Microsoft Office (Word, Excel, Outlook); excellent written and verbal communication skills; excellent customer service and organizational skills; detail oriented; experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.

ADDITIONAL REQUIREMENTS:

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- 35 hour work week

8/2016