

OFFICE MANAGER

JOB PURPOSE AND SUMMARY

To plan, organize, coordinate, and supervise the work of departmental paraprofessional, secretarial, and clerical support staff; to coordinate assigned activities with other divisions, departments, outside agencies and the general public; and to provide highly responsible staff assistance to the assigned Director.

The Office Manager receives direction from higher level management staff. The incumbent exercises direct supervision over assigned clerical and paraprofessional staff.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Manages and oversees office support operations and activities; directs the work activities of assigned clerical and paraprofessional personnel; prioritizes and coordinates work assignments; reviews work for accuracy.
- Participates in the development and implementation of goals, objectives, policies, and procedures for the department; establishes priorities within support functions; identifies resource needs.
- Participates in the appointment of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Provides responsible staff support to the assigned director; coordinates special projects and programs as assigned; researches and compiles information; prepares reports and evaluations.
- Identifies management staff clerical support requirements; makes recommendations regarding budget requirements for staffing and equipment needs; monitors expenditures; recommends adjustments as necessary.
- Trains all clerical personnel in new departmental procedures and operation of machines and equipment; may prepare training manuals and conduct training sessions.
- Analyzes operating procedures to identify the most efficient methods of accomplishing work; recommends and implements new systems and procedures as required.
- Responds to requests for information and advice concerning specialized or technical services rendered and related office functions.
- Participates in the duties relating to the administration of a department; assist in preparing comprehensive reports, preparing minutes of meetings, and compiling annual budget requests.
- Oversees the operation and maintenance of office computer systems; supervises data entry activities; participates in the purchase of new systems and equipment.

- Performs sensitive and confidential administrative duties for the assigned director as needed.
- Answers questions and provide information and assistance to other departments, outside agencies, and the public; may serve as the departmental liaison and resolve complaints.
- Represents the department at meetings as requested; serves on various committees.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

- Four years of increasingly responsible secretarial or administrative experience including two years of supervisory experience.
- Equivalent to completion of the twelfth grade supplemented by additional specialized secretarial and/or business administration training.
- Any combination of experience and training that would likely provide the required knowledge and abilities will be considered.

Knowledge of...principles and practices of modern office management; principles and practices of supervision, training, and performance evaluation; principles and procedures of budget preparation, control, financial record keeping and reporting; modern office procedures, methods and computer equipment; business letter writing and basic report preparation; and so forth.

Ability to...plan, supervise, and coordinate the work of clerical and paraprofessional support staff; perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; supervise, train, and evaluate assigned staff; understand the organization and operation of the County, assigned department, and of outside agencies as necessary to assume assigned responsibilities; analyze situations thoroughly, identify potential problems, and find effective solutions; interpret, apply, and explain administrative and departmental policies and procedures; independently prepare correspondences, memorandums, and reports; type and transcribe dictation at a speed necessary for successful job performance is required at some positions; work independently in the absence of supervision; operate and use modern office equipment including a computer; work cooperatively with other departments, County officials, and outside agencies; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work including a variety of County and other government officials, community groups, and the general public; and so forth.

Office use: 6/22/00