



CLASSIFICATION NO. 634

Established: 10/80

Revised: 3/91, 12/07, 3/23

FLSA: Exempt

EEO: 6

OFFICE MANAGER

CLASS CHARACTERISTICS

Under direction, to plan, organize and manage the work of a large office support staff; to develop and implement office systems, procedures and policies; to coordinate facility management services for office location; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Office Manager oversees a large office support staff at one or more locations with supervision of routine office functions administered through subordinate supervisors or lead personnel. Positions at this level are involved primarily with the design and implementation of comprehensive office systems and workflow procedures, including automated management information systems, advanced clerical functions of a complex or technical nature and compliance with legal and/or grant requirements. The Office Manager assists in budgeting and other management functions and has considerable interaction with other County offices and/or the public.

The Office Manager differs from the Office Supervisor which directly supervises the work of clerical support personnel performing more routine office functions. It also differs from the Management Analyst which is oriented to planning and evaluating administrative, fiscal and operational systems and policies.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, assigns and schedules work through subordinate supervisory or lead personnel; organizes and prioritizes workflow; provides direction on complex technical or procedural issues.
2. Hires and directs supervisory or lead staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments; motivates employees to provide quality service to citizens.
3. Researches, recommends, develops and implements technical and/or administrative revisions to office systems, procedures and policies; evaluates processes to determine effectiveness; recommends changes as appropriate; interprets laws, regulations, policies and department procedures to the public and other staff.

4. Participates in preparing and updating division budgets; monitors office revenues and approves expenditures; responds to and resolves billing issues.
5. Serves as intermediary between professional, technical, clinical and administrative staff and clients or the public in resolving conflicts; oversees and maintains efficient office procedures and systems; ensures appropriate staff coverage and provision of office services.
6. Coordinates the activities of contractors and County personnel providing maintenance, repair and purchase of equipment, supplies and services at office facilities, including heating and air conditioning, electrical, plumbing, safety, security, telephone and other office equipment and office supplies; analyzes and makes recommendation on facility space planning and development; develops recommendation for future facilities, space utilization and service requirements; coordinates and responds to facility emergencies, safety complaints and other facility issues.
7. May act as liaison to County's centralized human resources administration; researches personnel rules, issues and processes to provide information to department/division management and staff; under direction, prepares sensitive correspondence regarding discipline, grievances and discharge; completes forms and monitors personnel processes for compliance with County policies and procedures; completes and audits department/division payroll time sheets for reporting errors; applies staff time to appropriate budget/project numbers; develops and maintains department/division employee records.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Standard office practices, procedures and techniques; principles and practices of personnel management; bookkeeping and record keeping techniques; operation and maintenance of office equipment, including personal computers and software applications.

Working knowledge of: Business English and composition, spelling, punctuation and grammar; basic math; practices and techniques of conflict resolution and mediation.

Skill to: Communicate effectively, both orally and in writing; implement techniques and concepts of modern office management to coordinate activities, staff and work flow of an office support unit; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; establish and maintain effective working relationships with the public, staff, clients and personnel of other businesses in a courteous, professional manner; supervise, train and evaluate personnel; accurately type, transcribe and proofread correspondence and other documents; operate computer software and other office equipment.

WORKING CONDITIONS

Duties driving a motor vehicle may involve exposure to adverse weather conditions and traffic hazards.

Within the DTD Department, LINCC Library Services (Library Network), duties require frequent to continuous standing, walking and sitting for long durations, bending, balancing, reaching forward, grasping, and climbing up and down, and the ability to lift up to 70 pounds, carry 40 pounds, push 75 pounds, and pull 90 pounds. Duties also involve frequent exposure to slippery surfaces.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; Some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 6/19