

## OFFICE MANAGER

### NATURE OF WORK

This is secretarial and administrative support work, and/or office managerial work, supervising support staff positions and/or providing a combination of secretarial and administrative assistance.

Work involves handling confidential matters as well as assisting in researching, developing and implementing departmental/division policies and procedures, budgets and administrative and operational issues. Work involves extensive contact with other City offices and staff in resolving issues and problems and providing departmental services. Work is performed under the general direction of an administrative superior and reviewed through overall results achieved, and/or the efficiency with which support staff meets goals.

### EXAMPLES OF WORK PERFORMED

Plans, assigns work and evaluates the performance of subordinate clerical support staff; trains and instructs subordinates in office procedures and practices; interviews and makes recommendations concerning new hires and disciplinary matters.

Provides full range of secretarial and administrative support duties; uses word processing software to prepare a wide array of letters, correspondence, reports, memoranda and other documents.

Serves as office manager; sets and updates standards and practices; composes correspondence based on knowledge of office practices, policies and departmental requirements.

Conducts research and special studies, compiling data and reports on topics of administrative interest; gathers and analyzes data, makes recommendations, and prepares reports on operating and administrative topics.

Schedules appointments and coordinates meeting and travel arrangements for administrative superior and immediate staff; may take meeting minutes and disseminate to attendees.

Prepares and maintains personnel files and records of a confidential nature, such as performance appraisals, disciplinary actions, personnel actions in support of pay increases, and other personnel actions.

Performs related work as required.

## DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of modern secretarial and clerical practices.

Considerable knowledge of modern office practices, procedures and equipment.

Considerable knowledge of business English, spelling and arithmetic.

Ability to prepare clear and written reports.

Ability to direct the work of subordinate clerical personnel performing a variety of functions, as required by the position.

Ability to apply departmental administrative policies and procedures.

Ability to establish and maintain effective working relationships with other employees.

Ability to maintain complex and difficult clerical and statistical records and to prepare detailed reports from such records.

Ability to proficiently type at least 40 words per minute net after errors.

Skill in the operation of office equipment and machines, including a personal computer or computer terminal.

## DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by course work in office technology or business practices and experience in administrative support work and/or supervisory experience.

## MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by course work in office technology or business practices and some experience in administrative support work and/or some supervisory experience; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

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