

Class Title: Office Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Coordinates and manages administrative support and staff. Oversees and evaluates the efficiency of state and local programs. Prepares various financial and statistical reports to monitor costs, and secures state reimbursements for payments made.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Plans, manages, and coordinates administrative support functions by studying, reviewing, interpreting, and implementing state and local policies and procedures, writing reports, compiling records, preparing forms, and providing resources.
2	S	Supports staff by ensuring staff is up to date on new procedures, training and providing resources, planning work schedules and guidelines, reviewing and approving work, delegating assignments, and evaluating workers' performance.
3	S	Oversees the issuance of public assistance programs by monitoring reconciliation and reporting procedures, correcting errors, and resolving food stamp vendor problems to ensure timely delivery to clients.
4	S	Maintains departmental personnel records and assists employees by preparing advertisements for open positions, participating in the interview process, processing new employees, inputting and maintaining departmental employee leave records, researching and resolving issues, assisting with the development and implementation of policies and procedures, administering departmental worker's compensation regulations, contacting the appropriate parties, staying informed on recipient's status, administering the disability management policy, participating in the development of training programs, resolving employment issues, relaying information to employees, processing paperwork, maintaining personnel files, performing evaluations, attending meetings and training sessions regarding benefits administration, staying informed on proper policies and procedures, providing benefit information to employees and coordinating open enrollment.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years' experience.
Certifications and Other Requirements	May require a valid Driver's License depending on assignment.
Reading	Work requires the ability to read training manuals, policies and procedures, bulletins, contracts, and correspondence, and reports.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, and statistics and percentages.
Writing	Work requires the ability to write correspondence, performance evaluations, and reports.
Managerial	Managerial responsibilities include scheduling work assignments, monitoring performance, improving the efficiency of operations, and planning alternate solutions to problems.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry and has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than bureau size.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors and sales representatives.

CSC Adopted: **October 2001**, CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, supervision of staff, filing
Sitting	C	Computer, desk work, answering telephone, driving
Walking	F	Inter-office, to/from office equipment
Lifting	O	Case records, packages, office supplies, paperwork, storage boxes, check boxes
Carrying	O	Case records, packages, office supplies, paperwork
Pushing/Pulling	O	File cabinet drawers, hand truck, chair
Reaching	O	Case records, paperwork, supplies
Handling	F	Case records, packages, office supplies, paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, writing, calculator
Kneeling	O	Filing in cabinet drawers, looking for inventory tag numbers
Crouching	O	Filing in cabinet drawers, looking for inventory tag numbers
Crawling	O	Filing in cabinet drawers, looking for inventory tag numbers
Bending	F	Filing in cabinet drawers, preparing records for off-site storage
Twisting	O	Filing in cabinet drawers
Climbing	O	Step stool
Balancing	O	Step stool
Vision	C	Computer, desk work, reading, driving
Hearing	C	Staff, supervisor, clients, vendors, telephone
Talking	F	Staff, supervisor, clients, vendors, telephone
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, copy machine, fax machine, shredder, telephone, calculator, LaserFiche, Standard Microsoft Windows and Office software, AFIN, Unisys, Laser System

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)