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.

<table>
<thead>
<tr>
<th>Physical Strength Code</th>
<th>ESSENTIAL FUNCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 S</td>
<td>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.</td>
</tr>
<tr>
<td>2 S</td>
<td>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.</td>
</tr>
<tr>
<td>3 S</td>
<td>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.</td>
</tr>
<tr>
<td>4 S</td>
<td>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.</td>
</tr>
</tbody>
</table>
## CLASS REQUIREMENTS:

<table>
<thead>
<tr>
<th>CLASS REQUIREMENTS</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Formal Education / Knowledge</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td>Two years experience.</td>
</tr>
<tr>
<td><strong>Certifications and Other Requirements</strong></td>
<td>Valid Driver’s License</td>
</tr>
<tr>
<td><strong>Reading</strong></td>
<td>Work requires the ability to read training manuals, policies and procedures, bulletins, contracts, and correspondence, and reports.</td>
</tr>
<tr>
<td><strong>Math</strong></td>
<td>Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, and statistics and percentages.</td>
</tr>
<tr>
<td><strong>Writing</strong></td>
<td>Work requires the ability to write correspondence, performance evaluations, and reports.</td>
</tr>
<tr>
<td><strong>Managerial</strong></td>
<td>Managerial responsibilities include scheduling work assignments, monitoring performance, improving the efficiency of operations, and planning alternate solutions to problems.</td>
</tr>
<tr>
<td><strong>Budget Responsibility</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Supervisory / Organizational Control</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Complexity</strong></td>
<td>Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.</td>
</tr>
<tr>
<td><strong>Interpersonal / Human Relations Skills</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
OVERALL PHYSICAL STRENGTH DEMANDS:

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

PHYSICAL DEMANDS:

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

This is a description of the way the job is currently performed; it does not address the potential for accommodation.
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:

<table>
<thead>
<tr>
<th>HEALTH AND SAFETY</th>
<th>ENVIRONMENTAL FACTORS</th>
<th>PRIMARY WORK LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical Hazards</td>
<td>N  Dirt and Dust</td>
<td>Office Environment X</td>
</tr>
<tr>
<td>Chemical Hazards</td>
<td>N  Extreme Temperatures</td>
<td>Warehouse --</td>
</tr>
<tr>
<td>Electrical Hazards</td>
<td>N  Noise and Vibration</td>
<td>Shop --</td>
</tr>
<tr>
<td>Fire Hazards</td>
<td>N  Fumes and Odors</td>
<td>Vehicle --</td>
</tr>
<tr>
<td>Explosives</td>
<td>N  Wetness/Humidity</td>
<td>Outdoors --</td>
</tr>
<tr>
<td>Communicable Diseases</td>
<td>N  Darkness or Poor Lighting</td>
<td>Other (see 2 below) --</td>
</tr>
<tr>
<td>Physical Danger or Abuse</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Other (see 1 below)</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

(1)
(2)

PROTECTIVE EQUIPMENT REQUIRED:
None

NON-PHYSICAL DEMANDS:

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

(3)