

**Office Manager****GENERAL SUMMARY**

Primary function of this job is to supervise administrative and office support staff. Provides advanced, complex, and varied administrative and technical support for a department, which typically may include preparation and monitoring the department's budget.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

May be required to work on-call in an emergency. It will also require travel in the employee's own vehicle.

**PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)**

- Acts as first line supervisor for designated staff within a department, including interviewing and selecting
- of job applicants, training, overseeing work, and establishing and evaluating appropriate performance
- standards in accordance with the departments and County's objectives.
- Processes, compiles, research, and analyzes complex information, and prepares and verifies reports,
- correspondence, and other documents utilizing applicable software, within established procedures.
- Enters, verifies, and reconciles complex information and data. Develops spreadsheets, databases, or reports.
- Obtains and supplies information requiring the application of policies and procedures to specific
- circumstances, both for employees and the public.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance
- on complex policies, guidelines, and standard practices to internal and external customers, both verbally
- and in writing.
- Performs a variety of specialized research and reporting in assigned area of responsibility and resolves
- related discrepancies or erroneous data to ensure compliance with established rules, court orders, policies
- and laws.
- Sorts, files, and maintains materials and filing systems (paper, computer, or imaging), retrieves file
- materials, and keeps a record of file movement.
- Interprets and assists in the drafting of County and departmental policy and procedures within area of expertise.

- Assists in the preparation and monitoring of department budget, and identifies and reports potential financial overruns and variances at an early stage.
- Coordinates, attends, and represents the director or elected official at meetings.
- Coordinates and monitors the completion of specialized, time sensitive projects.
- Monitors and maintains appropriate levels of supplies and materials in support of unit operations and activities.
- Schedules and maintains department calendars.
- Participates in maintaining or designing web page(s) for assigned area of responsibility.
- Performs advanced mathematical calculations to balance, reconcile, and maintain records
- May perform other support staff functions as requested.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Graduation from High School, or G.E.D.
- Four to six years directly related and progressively responsible experience
- College level course work in a related field may substitute for up to one year of experience

**CERTIFICATIONS, LICENSES****Depending on area of assignment, some positions may require:**

- CPR Certification.
- Notary Public designation.
- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

## DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Administrative Assistant classification, this job has formal supervisory role. Typically, a department would have no more than one Office Manager or Administrative Assistant in total.

## PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

## KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of basic supervisory and employee management principles.
- Knowledge of applicable employee rights, protections, and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment, and separation of employees
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Ability to understand managerial policies and prioritize the needs of the unit.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to facilitate and coordinate meetings effectively and efficiently
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment



## Grand Traverse County, MI Job Description

- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently