

OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is important and responsible office management work of a complex nature, involving management, planning and coordination of non-technical activities of a department, agency or program. This entails handling of a variety of non-routine and multi-faceted situations and information. Responsibilities include coordination of administrative priorities and details in support of the ongoing function of the department, agency or program. Additionally, the incumbent participates in and assists the department head, agency supervisor or program administrator with planning, policy implementation, programming and development. Duties are performed in accordance with department, agency or program objectives, policies and procedures. Recommendations for administrative determinations are subject to review and approval. Work is performed under minimal supervision, requiring the exercise of independent judgment in carrying out details of the work. Supervision may be exercised over the work of one or more subordinate office employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Plans and coordinates office activities and work projects in order to provide department, agency or program functions or services with optimum efficiency and accuracy;

Confers with department head, agency supervisor or program administrator, as well as other staff, regarding status of ongoing work projects and program objectives;

Coordinates clerical processing functions involving considerable internal and external communication by letter, telephone;

Provides general administrative support services to insure efficient operation of the department, agency or program;

Provides information regarding department or program services;

Receives complaints and inquiries, either by phone or in person, and makes determination as to course of action to be followed to resolve complaint;

Conducts necessary field work with reference to complaints, research, compliance with applicable rules, regulations, and/or laws;

Reviews and disseminates numerous sources of written information regarding department, agency or program issues, policies, rules and regulations;

Interfaces and communicates with other departments, agencies or programs on the state and local levels;

Assists in department, agency or program budget preparation, secures budget estimate data, forecasts and conducts budget studies;

Composes correspondence independently on a variety of complex matters relating to the work of the department, agency or program;

Makes appointments, schedules, and establishes priorities for submission to department head, agency supervisor or program administrator;

Collects, compiles, records and files a variety of records, reports, statistics and other related information;

Reviews data for completeness, accuracy and conformity with established procedure and answers difficult questions related thereto;

OFFICE MANAGER (cont'd)

Maintains and/or coordinates the maintenance of complex related office files and records;
Operates a personal computer, typewriter and/or other word processing related equipment to produce correspondence, reports, spreadsheets, databases, charts and other work documents;
Operates a variety of office machines such as calculators, scanners, printers, facsimile machines, copying machines and other office equipment;
May review and determine approval or rejection of applications, registrations, and similar;
May review accounts for delinquency and conduct all necessary follow-up correspondence;
May collect fees and account for monies received;
May train, assign work to, and evaluate performance of subordinate staff in the routine and specialized work of the department, agency or program;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of office terminology, procedures and methods; thorough knowledge of the principles and practices of office management; working knowledge of applicable laws, rules and regulations; working knowledge of the principles and practices of accountkeeping and budget control; ability to readily acquire familiarity with departmental organizational functions, policies and regulations; good judgment in solving complex clerical and administrative problems; ability to understand and carry out complex oral and written directions; ability to communicate clearly both orally and in writing; ability to establish and maintain effective working relationships; ability to deal effectively with the public; initiative and resourcefulness; tact and courtesy; integrity.

MINIMUM QUALIFICATIONS: Either:

- a) Associates degree in business administration, office administration, management science or related field, and three (3) years of experience in office administration or high level office clerical work; or
- b) Graduation from high school or possession of a comparable diploma and five (5) years of experience in office administration or high level clerical work; or
- c) An equivalent combination of training and experience as described in (a) and (b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.