

OFFICE MANAGER

DEPARTMENT: Tioga County Dept. of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: CSEA – Salary Grade VI
ADOPTED: Revised 4/97; 6/02, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is important office management and liaison work involving assistance in planning and coordinating the activities of a department or major unit. The work involves responsibility for personally handling administrative details in order to free the time of the administrator for planning, policy making, programming, and coordinating. General supervision may be exercised over the work of subordinate clerical personnel. Routine duties are performed in accordance with general directions regarding objectives, policies and procedures. General supervision is received when assisting administrative studies and liaison. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Provides information and comparable sales data to the general public, County departments and various other offices and agencies;
- Supervises the processing of incoming mail and conducts general correspondence;
- Processes and follows-up various types or requests and claims;
- Coordinates and supervises the maintenance of department accounting records, personnel records and preparation of payrolls;
- Supervises the requisitions, purchase, receipt and inventory of departmental supplies and equipment and the processing of related records;
- Collects and records payments for fees;
- Maintains inventory of office, equipment and computer supplies;
- Secures budget estimate data, makes budget estimate studies, assists in the preparation of the budget and the maintenance of budget control;
- Interviews office callers, salesmen and others and furnishes general information about departmental functions and activities;
- Maintains contacts with units within a department and with other public and private agencies to assist in solving mutual problems, develop improved services and public relations;
- Participates in efficiency studies and submits recommendations for the improvement of procedures or the solution of administrative problems;
- Collects and compiles data and statistics, coordinates organizational work flow;
- Attends training and seminars as necessary to perform the work;
- Assists administrative superiors in carrying out specialized services of a department or major unit.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of office terminology, procedures and methods; extensive knowledge of business arithmetic and English; working knowledge of personal computer and modern office machines; good knowledge of the principles and modern practices of office and personnel management; working knowledge of the principles and modern practices of account and budget control; good knowledge of the functions of local governments and of the character of relationships between departments and between public and private agencies; ability to organize, assign, coordinate and review the work of clerical subordinates; ability to understand and carry out complex oral and written directions, ability to supervise the work of others; ability to prepare correspondence and reports; ability to secure the cooperation of others; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; good judgment

2. Office Manager

in solving complex clerical and administrative problems; initiative and resourcefulness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited college or university with an Associates degree in Business Administration, Accounting, Secretarial Science or similarly related field and two (2) years of full-time paid work experience or its part-time equivalent in a responsible office management position, one (1) year of which involved the supervision of others; **OR**
- b. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid work experience or its part-time equivalent in a responsible office management position, one (1) year of which involved the supervision of other; **OR**
- c. An equivalent combination of (A) and (B) above.