

CLASSIFICATION SPECIFICATION

Office Manager

FT/PT Class Code: 4055, 4555 Pay Grade: B/C 10 FLSA: Exempt Rev. 07/01/14

SUMMARY STATEMENT: An incumbent is responsible for providing support to an administrative or technical supervisor by: providing office coordination and managing workflow; supervising the office support staff; and directing a wide variety of support services.

NATURE AND SCOPE:

A class incumbent plans, organizes and directs day-to-day office support activities under the general direction of an administrative or technical supervisor. This is a multifaceted class which may include responsibility for supervising directing or through subordinate lead personnel, clerical activities, and ensuring the smooth and efficient operation of the office. In addition, an incumbent is generally knowledgeable about the College's mission/function and may act as a principal assistant to the supervisor. An incumbent in this class may represent the supervisor before groups, committees, employees, or the general public.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Plans, coordinates, and directs office support activities to relieve supervisor of day-to-day administrative details.
2. Researches, analyzes, and makes recommendations regarding operating practices and procedures, including workflow, recordkeeping, performance standards, equipment and supply utilization, to ensure smooth and efficient office operations.
3. Supervises, directly or through subordinate lead personnel, office support staff. Plans, assigns, and evaluates the work of subordinates, and monitors its quality and timeliness. Interviews applicants; making hiring recommendations.
4. Directs support services for the office which includes most of the following; forms/records management, office typing support, inventory, equipment maintenance and repair, and office coverage.
5. Acts as principal assistant to the supervisor in a variety of operational areas which may include: disseminating directives, preparing required reports, assisting in budget preparation and development by maintaining records and/or compiling data; performing special projects and studies; obtaining, organizing, and drafting administrative materials, and acting as liaison with vendors, state/federal representatives, the public, etc.
6. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of College operations and goals.
- ◇ Knowledge of policies and procedures of support services, such as records management, purchasing, and equipment maintenance and repair.
- ◇ Knowledge of the principles and practices of office management, supervision, planning, organization, and general administration.
- ◇ Skill in managing work through others to achieve office goals.
- ◇ Skill in handling complaints tactfully and thoroughly.
- ◇ Skill in effective communication, both orally and in writing.
- ◇ Skill in the compilation, research, and analysis of information.
- ◇ Ability to effectively communicate, orally and in writing.

MINIMUM QUALIFICATIONS:

- ◇ Associate's degree in a relevant field and four (4) years of responsible office management experience; or other equivalent combination of education and experience.