

OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is important and responsible work involving planning, assigning, and supervising clerical activities within an office of a governmental department or agency. An incumbent is delegated a variety of administrative and managerial duties in conducting agency affairs in order to conserve the time of the department head. The work is performed under the general supervision of the department head with considerable leeway allowed for the use of independent judgement. Direct supervision is exercised over the work of subordinate clerical employees. An Office Manager does related work as required.

TYPICAL WORK ACTIVITIES:

- Supervises a clerical staff in their record-keeping practices and in the classification and processing of a variety of receipts, vouchers, and other records;
- Compiles data for annual budget and assists in maintaining ongoing control of program budgets;
- Revises and develops work procedures and methods;
- Oversees the maintenance of the bank ledger and daily deposits;
- Handles complaints, unusual problems, and conducts a variety of correspondence;
- Maintains personnel records, handles personnel problems of department staff in accordance with collective bargaining agreements;
- Compiles, prepares, and analyzes a variety of financial and statistical records and reports;
- Compiles data for and prepares financial aid applications;
- Trains and orients new employees;
- Oversees the maintenance and control of property classification and inventory systems for fixed assets;
- Maintains contact with units within the department and with other agencies to assist in solving problems and develop improved services;
- Utilizes electronic data processing system to record and report management information.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of office terminology, procedures, and equipment; thorough knowledge of business arithmetic and English; good knowledge of the principles and modern practices of office management and supervision; good knowledge of the principles and modern practices of account keeping and budget control; ability to gain familiarity with departmental organization, functions, policies, laws, regulations, and procedures; ability to organize and coordinate the work of others; ability to understand and carry out complex oral and written directions; ability to prepare correspondence and reports; ability to secure the cooperation of others; ability to deal effectively with the public; good judgement in solving accounting and administrative problems; initiative and resourcefulness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and five years of experience in maintaining or auditing financial accounts or records.*

*Graduation from a regionally accredited or New York State registered college, university, or business institute with a degree or diploma in accounting, business administration, or secretarial science may be substituted for the required experience on a year for year basis with 30 semester credit hours equal to one year of experience. One year of experience is required and additional experience beyond the baccalaureate degree level cannot be substituted for this year of experience.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 11/2/88

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