

**OFFICE MANAGER**

**Nature of Work:** Under general supervision, performs a full range of office support work at a full-performance level. Manages the day-to-day operations of a branch office of a state agency for an administrator or a field supervisor. Resolves operating problems, oversees maintenance of the building and orders supplies. Typically, performs personnel and/or payroll functions. Performs related work as required.

**Distinguishing Characteristics:** This class is intended for out-stationed branch offices with a sole employee responsible for office management of a mid-sized to large office. A mid-sized office will consist of a minimum of eight full-time state employees and a full- or part-time administrator/supervisor.

**Examples of Work**

- Receives and independently prepares responses to routine correspondence and inquiries; answers inquiries, complaints or requests from clients, personnel or the general public regarding the building, services rendered, or the staff.
- Ensures that the office is maintained by staff; requests replacement of equipment, orders supplies and repairs; monitors the use of service contracts.
- Updates lists of all equipment, supplies and items at the office; inventories office as requested.
- Reviews incoming mail to route administrative mail to appropriate authorities and replies to such matters as directed.
- Coordinates the work of the units, passes on work assignments and evaluates work completed; writes reports on unit efficiency, expenditures, contractual agreements or special studies as requested.
- Types letters, reports, numerical reports, charts, forms or memoranda from verbal, written or voice-recorded dictation; may enter and manipulate data on a computer terminal or PC to produce reports for management analysis.
- Performs or oversees the performance of personnel and/or payroll, and the bookkeeping for the office; for large entities with various fundings or collections, works with auditors or other fiscal control staff.
- Participates on committees as requested by the supervising administrator or field supervisor.
- May supervise the clerical support unit including signing and approving leave and completing performance evaluations.

**Knowledge, Skills and Abilities**

- Knowledge of modern office practices and procedures.
- Knowledge of basic bookkeeping.

**OFFICE MANAGER (CONT'D)**

**Knowledge, Skills and Abilities (cont'd)**

- Knowledge of agency policy and procedures.
- Knowledge of state purchasing requirements and procedures.
- Ability to communicate well with a wide variety of people, both orally and in writing.
- Ability to coordinate the work of the units to maximize office efficiency.
- Ability to keep accurate ledgers according to reporting procedures of the agency.
- Ability to mediate disputes between the public and the agency.

**Minimum Qualifications**

- Training:** Graduation from a standard high school or the equivalent.
- Experience:** Six years of full-time or equivalent part-time paid experience performing increasingly responsible administrative support work in an office setting.
- Substitution:** Successful completion of college courses or business school courses may be substituted through an established formula for the experience on a year-for-year basis for up to four years.

Established: 12/1/91  
Effective: 12/1/91