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.
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