

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: OFFICE MANAGER (Job Code 615).

GENERAL STATEMENT OF JOB

Under direction of a department director, provides supervision and coordination of a broad range of office support functions ranging in difficulty from moderate to complex, for a specific department of the City. Employees in this class generally possess extensive departmental knowledge and excellent administrative skills. Work involves performing general administrative skills for a senior administrative official and relieving that position of administrative details. Employees in this class are responsible for considerable discretion due to the sensitive and confidential nature of information processed at this level. Depending on the department of placement, duties may range from extensive record keeping and report maintenance tasks, to heavy public contact work. Work at this level generally requires a high degree of accuracy. The incumbent must prioritize tasks and usually performs such independently with little supervision or review necessary.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Evaluates and supervises the training and scheduling of duties for clerical support staff of the assigned division/department.

Acts as administrative assistant to a senior administrative official, relieving such of administrative details.

Generates correspondence, agendas, meeting minutes, work orders, reports, claim forms, and other relevant materials appropriate to assigned unit.

Prepares and maintains various records, and reports, and processes. Sorts, checks for accuracy, and files various reports and other documents in accordance with established procedure.

Edits materials for correct grammar, punctuation, and spelling, making additions, deletions or revisions for the purpose of ensuring accuracy, consistency, and appropriate verbiage.

Transmits administrative directives and department/City policies to personnel throughout the department.

Compiles and ensures the timely distribution of daily/weekly/monthly/annual reports, public service announcements, and other relevant materials appropriate to assigned unit.

Maintains department calendar, arranging scheduling for meetings, interviews, travel, and department functions.

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Performs a variety of essential record keeping duties, and manages department record keeping and filing system. Responsible for implementation and management of city and departmental hardcopy/electronic records management policies and procedures for all applicable sections/positions work products.

Receives various reports, plans, and applications, ascertains necessary copies of pertinent documents are made.

Processes various forms required of assigned department, i.e. personnel forms, work orders, etc.

Performs related work as assigned and/or required.

Performs emergency response duties as necessary.

If assigned to DEES, also performs the following:

Researches, writes, and edits departmental publications, and demonstrates intermediate to advanced skills in the usage of publication software. Prepares camera-ready artwork and edits/proofs blue lines and color keys for a variety of department publications, and serves as the department's liaison to vendors for the purpose of producing professional, high-quality publications in an accurate and timely manner.

Performs departmental marketing functions, i.e. plans and organizes departmental special events, plans and orders marketing giveaways, organizes plant tours, etc.

In cooperation with the City's Information Technology Department, prepares, submits, enhances, and updates information on the City's website.

Manages the inventory records for department items valued at over \$1,000, which includes coordinating the annual inventory check, managing the surplus/disposition process, and maintaining the inventory records.

Acts as the department's primary contact for the coordination and completion of public records requests.

Oversees the department's payroll, permit processing, purchasing, and accounts payable functions, and supervises the personnel who perform those day-to-day administrative functions.

Acts as the primary administrative liaison to the Human Resources Department for personnel-related issues, i.e. coordinating the hiring process, researching personnel and risk management issues, and creating and/or producing documents as appropriate.

Coordinates citizen complaints/concerns directed toward the department in a liaison capacity towards resolution of complaints, requests for information, etc.

Performs special projects as assigned by the department director.

If assigned to Development Services, also performs the following:

Researches, writes, and edits departmental publications, and demonstrates intermediate to advanced skills in the usage of publication software. Prepares camera-ready artwork and edits/proofs blue lines and color keys for a variety of department publications, and serves as the department's liaison to vendors for the purpose of producing professional, high-quality publications in an accurate and timely manner.

Performs departmental marketing functions, i.e. plans and organizes departmental special events, plans and orders marketing giveaways.

In cooperation with the City's Information Technology Department/Public Information Office, prepares, submits, enhances, and updates information on the City's website.

Manages the inventory records for department items which includes coordinating the annual inventory check, managing the surplus/disposition process, and maintaining the inventory records.

Acts Assists as the department's staff members as appropriate in primary contact for the coordination and completion of public records requests.

Oversees the department's payroll, permit processing, purchasing, and accounts payable functions, and/or supervises the personnel who perform those day-to-day administrative functions.

Acts as the primary administrative liaison to the Human Resources Department for personnel-related issues, i.e. coordinating the hiring process, researching personnel and risk management issues, and creating and/or producing documents as appropriate.

Oversees and provides backup support for the License Business Tax Receipt Section. Manages the customer's business related concerns as necessary.

As administrative liaison to the Board of Adjustment and the Planning & Zoning Board, regularly coordinates all meeting requirements, attends all meetings of these boards, and generates meeting minutes. Meetings are held after regularly-scheduled working hours.

Additionally, provides administrative meeting support for the Development Review Committee (DRC) which is composed of city multi-department staff; coordinates all meeting requirements, attending all meetings, generating meeting minutes, etc.

Coordinates the multiple sections for the review and completion of public records requests.

Coordinates citizen complaints/concerns directed toward the department in a liaison capacity towards resolution of complaints, requests for information, etc.

May also assist as directed by the department director with the department's planning and zoning activities and processes.

Performs special projects as assigned by the department director.

MINIMUM TRAINING AND EXPERIENCE

Must possess a high school diploma or equivalent (college degree is preferred), supplemented by college-level coursework in advanced office support functions; with a minimum of five (5) years of related work experience, and supervisory experience preferred. Must be proficient in using the Microsoft Suite.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping, some lifting and carrying of objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read and write in standard English, and read a variety of materials relevant to government, legal, and/or City administration operations that range from moderate to complex levels.

Intelligence: Requires the ability to analyze and interpret problems and draw valid conclusions in task processing and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and filing documents.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: The ability to differentiate between colors or shades of color may depend upon department assigned.

Interpersonal Temperament: Requires the ability to deal effectively with people from a variety of departments in both giving and receiving instructions. Must be able to perform under stress of frequent deadlines.

Physical Communication: Requires the ability to talk and/or hear; (talking: expressing or exchanging information by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed inside with potential for exposure to adverse conditions, such as dirt and/or dust.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of advanced office support functions.

Knowledge of business English, the application of such to a variety of formats and styles, and editing principles and techniques.

Knowledge of report and record keeping principles and techniques.

Knowledge of filing principles and methods.

Knowledge of departmental terminology.

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Knowledge of effective supervisory principles and techniques.

Skilled in both written and oral communications for effective expression and clarity.

Skilled in keyboarding and using various software programs.

Ability to exercise sound judgment and make independent decisions in accordance with established departmental policies and procedures.

Ability to establish and maintain effective working relationships with supervisor, support staff, and other department personnel.

Ability to analyze, organize, and review work for efficient results and accuracy.

Ability to handle a multitude of diverse tasks simultaneously, while maintaining an attention to detail for the purpose of ensuring accuracy in task performance.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date