

City of Claremont, New Hampshire

Position Description

Position Title: Office Manager
Reports to: Public Works Director
Department: Public Works
FLSA Status: Exempt

Union/Merit: Merit
Grade Level-Points: 6 - 340
Revised/Updated: 04/10/05

Job Summary

The Office Manager is responsible for the administrative support functions in the Department of Public Works. The Office Manager performs essential management support, supervisory and clerical duties to assist the director in the accomplishment of the mission of the public works department. The Office Manager provides guidance and supervises the office support staff to insure quality and consistency of all work products from the department.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Receives visitors and telephone calls into the director's office from the general public, vendors, contractors, and regulators. Screens both the visitors and telephone calls and, as appropriate, addresses the issue, refers them to a division superintendent or to the director as necessary, thereby minimizing the impact on the director whenever possible.
2. Is the first point of contact for the division superintendents, subordinate managers and department personnel and keeps the director informed of inquires or circumstances that would require his/her personal attention.
3. Maintains an appointment calendar and task list for the director to insure that all matters related to above referenced inquires of the director are followed up on; keeping the director informed of scheduled meetings and appointments.
4. Participates as a witness and a resource at meetings between the director and union membership, the general public or other business related meetings that are likely to be controversial.
5. Researches and prepares material as requested by the director for follow up to inquiries for the director's weekly meetings with the manager and presentations to the Claremont City Council pertaining to public works issues.
6. Manages special projects of an administrative nature that contribute to the effectiveness and efficiency of the department and/or contribute to the welfare of the community.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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7. Prepares and types a wide variety of correspondence, reports, and statistical data and notices for the news media. Composes correspondence from brief instruction and knowledge of department operations.
8. Coordinates related aspects of human resource management to assure department compliance with state and federal regulations, the collective bargaining agreements and City policy. Performs all related confidential aspects of human resources management for the department, supervises payroll record keeping and reporting. Coordinates the administration of promotion and/or recruitment, benefit administration and compliance with New Hampshire Department of Transportation drug testing requirements.
9. Coordinates related aspects of financial management to assure department compliance with the approved budget, city purchasing policy, payroll reporting, petty cash oversight and compliance with the City Manager's request related to budget preparation. Provides budget reports on a regular basis to the director and advance notice of potential budget and/or purchasing issues that will require the director's attention.
10. Maintains the inventory and purchases, as necessary office supplies and related items. Is responsible for the maintenance and repair of the office equipment (computer equipment, telephone systems, fax and copier machines, etc.)
11. Develops and maintains a system of office records/files for the department with special attention to confidential records. Trains department personnel regarding the filing systems and enforces compliance with the filing system.
12. Develops and implements office standards and operating practices to insure quality and consistency in department correspondence, reports and record keeping systems.
13. Supervises clerical and office support employees. Trains new employees, teaching basic principles of the work to be performed, reviews completed assignments, assists and counsels employees wherever necessary to maintain and improve office standards and continuity.
14. Formats and types letters, reports, charts and other documents requiring special formatting.
15. Composes routine correspondences under the general direction or on own initiative to expedite the processing and completion of work.
16. Processes incoming and outgoing mail.
17. Answers the telephone and interacts with the public to respond to inquiries, receive complaints and handle applications.

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18. Works closely with Department Head and other city staff in the coordination and preparation of documents as necessary.
19. Coordinates and prepares letters, reports, charts, and other documents requiring special formatting or containing complex terminology.
20. Enters and retrieves technical information from a computer in order to perform research, update records, processes transactions, and responds to requests for information.
21. Performs other related duties as assigned.

Peripheral Duties

Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees.

Desired Minimum Qualifications

Education and Experience:

Associate's degree from an accredited business school and ten (10) years experience in office work demonstrating effective and efficient computer skills (preferably a Microsoft Certified Office Specialist), relevant experience in report/letter writing, customer relations, human resources, development and implementation of standard office procedures, and general knowledge of purchasing and budget tracking for a business office. At least three (3) years of the experience should have been in an office management or supervisory role working directly for the senior manager of a company comparable in size and diversity to the Claremont Public Works Department; *or* any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Budgetary principles and practices.
- Technical financial terminology.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
- Word processors or computers.

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- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Attend night meetings or hearings, when required.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

Works directly under the Director of Public Works

Supervision Exercised

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None

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

Licensing & Certification

Notary Public. (May require)

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, tape transcriber, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, tape transcriber, typewriter, copy machine, fax machine, postage machine, folder/insertter etc.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically quiet.

Physical Activity Requirements

Primary Physical Requirements

LIFT up to 10 lbs.: Frequently required
LIFT 11 to 25 lbs.: Occasionally required
LIFT 26 to 50 lbs.: Rarely required

Other Physical Considerations

Twisting: Occasionally required
Bending: Occasionally required
Crawling: Rarely required

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|-------------------------------------|-----------------------|-------------------|-----------------------|
| <u>LIFT over 50 lbs.:</u> | Not required | <u>Squatting:</u> | Occasionally required |
| <hr/> | | <u>Kneeling:</u> | Occasionally required |
| <u>CARRY up to 10 lbs.:</u> | Occasionally required | <u>Crouching:</u> | Occasionally required |
| <u>CARRY 11 to 25 lbs.:</u> | Occasionally required | <u>Climbing:</u> | Rarely required |
| <u>CARRY 26 to 50 lbs.:</u> | Occasionally required | <u>Balancing:</u> | Rarely required |
| <u>CARRY over 50 lbs.:</u> | Rarely required | <u>Grasping:</u> | Frequently required |
| <hr/> | | <u>Handling:</u> | Frequently required |
| <u>REACH above shoulder height:</u> | Occasionally required | <u>Torquing:</u> | Occasionally required |
| <u>REACH at shoulder height:</u> | Occasionally required | <u>Fingering:</u> | Frequently required |
| <u>REACH below shoulder height:</u> | Occasionally required | | |
| <u>PUSH/PULL:</u> | Occasionally required | | |

During an 8-hour Day, Employee is Typically Required To:

| | <u>Consecutive Hours</u> | <u>Total Hours</u> |
|-------|--------------------------|--------------------|
| Sit | 1 2 3 4 5 6 7 8 | 1 2 3 4 5 6 7 8 |
| Stand | 1 2 3 4 5 6 7 8 | 1 2 3 4 5 6 7 8 |
| Walk | 1 2 3 4 5 6 7 8 | 1 2 3 4 5 6 7 8 |

Cognitive and Sensory Requirements:

| | |
|--------------------------------|---|
| <u>Talking:</u> | Necessary for communicating with others. |
| <u>Hearing:</u> | Necessary for taking instructions and information. |
| <u>Sight:</u> | Necessary for performing job effectively and correctly. |
| <u>Tasting & Smelling:</u> | Not required for the performance of the functions of this position. |

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