

Jurisdiction: All
Jurisdictional Class: Competitive
Adopted: 03/17/72
Revised: 10/15/91, 05/19/97, 04/06/05, 09/07/22

OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising and coordinating the administrative activities of a department, or a major division of a department. Specific responsibilities may vary according to location, but typically include the supervision and training of office staff, the preparation and maintenance of financial, operational and/or personnel records, budget preparation, the establishment and implementation of office policies and procedures, and public information activities related to the work of the department or division. The work is performed under the general direction of the administrative head of the organizational unit in which the position is located, with considerable leeway allowed for the exercise of independent judgment. Supervision is exercised over the work of subordinate clerical and financial staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the work of office staff engaged in administrative activities such as financial record-keeping, operational record-keeping, personnel record-keeping, payroll, budget preparation, etc.;

Independently performs a variety of administrative activities, such as billings, accounts receivable, accounts payable, job costing, budget preparation, etc.;

Prepare or oversees the preparation of the division or departmental budget, annual periodic activity reports, financial reports, budgetary reports, etc.;

Has charge of the compilation, preparation and analysis of a variety of complex financial, statistical and financial reports;

Maintains a variety of operational records, including personnel records;

Establishes office policies and procedures, reviews and updates office and accounting methods and procedures;

Trains new employees in their duties;

Serves as a liaison between department employees and the Human Resources Department, including serving as an information resource for employees, coordinating the enrollment of employees in Human Resources programs such as orientation and training, etc.;

Oversees the filing and administration of Workers Compensation claims;

Prepares, disseminates and distributes public information regarding departmental activities and projects;

Coordinates a variety of information within the department or with other departments or agencies, such as notifying and dispatching staff in emergency or unanticipated situations, coordinating material deliveries to work site locations, etc.

Participates on interdepartmental administrative teams to develop and improve City-wide processes and procedures;

May conduct departmental orientation program.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of office management; thorough knowledge of office and financial record-keeping practices; thorough knowledge of modern office practices, procedures and equipment; ability to supervise and plan the work of others; ability to communicate effectively, both orally and in writing; ability to prepare financial statements and reports; ability to establish and maintain effective working relationships; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's Degree and two (2) years of full-time paid office management experience, or its part-time paid equivalent, which shall have included both the preparation or maintenance of financial records or accounts and the supervision of subordinate office staff; or
- B. Possession of an Associate's Degree and four (4) years of full-time paid office management experience, or its part-time paid equivalent, at least two (2) years of which shall have included the preparation or maintenance of financial records or accounts and at least two (2) years of which shall have included the supervision of subordinate office staff; or
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid office management experience, or its part-time paid equivalent, at least two (2) years of which shall have included the preparation or maintenance of financial records or accounts and at least two (2) years of which shall have included the supervision of subordinate office staff; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.