

## OFFICE MANAGER ASSISTANT

**Department:** DPW  
**Division:** Administration  
**Appointing Authority:** DPW Director

**Grade:** S1  
**Revision Date:** 1/2020  
**Bargaining Unit:** S

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### **Definition:**

Performs routine and semi-complex confidential, administrative work with record keeping, data entry or administrative responsibilities and duties in the support services, customer service, and daily operations of the Department of Public Works as assigned; all other related work as required that is logical to the position.

### **Supervision:**

Receives general or specific direction from the Director, Office Manager or designee following departmental or City rules, regulations and policies; requires the ability to plan and perform operations; to independently complete assigned tasks according to a prescribed time schedule.

Performs no supervisory functions; works collaboratively with other departmental or City personnel.

### **Environment:**

Duties are performed under typical office conditions. Operates computers, calculators, and other standard office equipment. Noise levels are usually quiet to moderate.

Makes contact with the general public, other City departments/employees, officials, boards and committees; State and Federal officials or agencies, outside organizations, vendors, contractors; and other business, legal and civic leaders.

Errors in judgment, duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of public works service for the City.

Performs highly responsible processing and problem solving functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations and departmental policies, procedures and methods.

May have access to and control of confidential departmental records subject to non-disclosure or limited disclosure pursuant to statutory or departmental prescript, bid proposals, and personal information about citizens and Public Works personnel.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Acts as receptionist and greets visitors, answers questions, relays messages, makes referrals as appropriate, records and refers complaints; may answer department telephone and handle daily correspondence; maintains departmental records; performs office document filing; supplies information relative to policies,

rules and regulations of the department; assists the general public with inquiries via personal discussion, telephone conversations, and by mail; prepares invoices for processing. Understands all aspects of the Office Manager functions including recycling program, grants, and public hearing notice posting process for trees, in order to serve as back up for the Office Manager as needed.

Prepares purchase orders, turnovers and bill warrants for bills payable for all Public Works operations.

Prepares and processes the department's payroll and labor reports as needed.

Computes, prepares, and forwards bills for miscellaneous services provided by the department; maintains accounts receivable records and follows delinquent accounts and processes abatements.

Administers computer account preparation for water/sewer billing and other administrative programs; provides data, updates records, and maintains accounts including Transfer Station cash deposits.

Maintains the department's web page and social media as needed.

Computes and prepares various statistical analyses, reports and summaries.

Manages insurance claims for property compensation as needed.

Maintains confidential records and files.

Perform various other related duties as assigned or as required.

**Minimum Qualifications:**

**Education and Experience:**

Associates degree or higher in administration, management, business or related field. Municipal office related experience preferred, or any equivalent combination of education and experience that enables performance of all aspects of the position. General knowledge of a public works environment, particularly solid wastes and recycling, language and methods of operation is preferred.

**Knowledge, Ability and Skill:**

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office, computer generated graphs/tables and G-Suite required; familiarity with MUNIS, Access, other database programs, computer hardware, and financial software applications.

Ability to perform projects and assignments on the basis of general outlines or directions without specific instructions, and to perform continuing assignments independently. Ability to prepare routine correspondence, reports and analyses.

Ability to understand and perform basic mathematical calculations efficiently and accurately; comprehend and make inferences from written material; learn job-related material primarily through oral instruction and observation.

Must have knowledge of standard accounting, administrative, clerical, and general office procedures and practices; ability to communicate effectively orally and in writing; ability to keep accurate and detailed records; ability to apply organizational skills efficiently with attention to detail; ability to meet deadlines and work effectively in pressure situations and in a multi-task environment.

Independent and logical judgment is required to implement policies and must perform all aspects of job responsibilities with honesty and integrity; interpret and make decisions in accordance with laws, regulations and established policies.

**Physical Requirements:**

Frequent sitting, talking, walking and mental concentration for prolonged periods required; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; occasionally required to lift or move records or objects of up to 15 pounds; specific vision requirements include close vision for extended periods of time at computer monitor, and ability to adjust focus, color vision and depth perception. Must be able to communicate verbally and in writing, and be understood clearly, ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.

**Special Requirements:**

Must successfully pass CORI/SORI checks. Must have valid Class D Driver’s license; an acceptable driving record and be insurable under the City’s policy. Notary public designation preferred or ability to obtain.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

**Approved:**

EXECUTED 2/5/2020 AND ON FILE IN THE HR DEPARTMENT

\_\_\_\_\_  
Human Resources Director

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Date  
Revision History: 9/19, 1/2020

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Department Head

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Mayor

[ ‘S’ Unit Review: \_\_\_\_\_ ]