



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Office Manager	DEPARTMENT: Public Works
IMMEDIATE SUPERVISOR: Director of Public Works	GRADE/RANK: Grade 12
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Performs complex administrative and financial work including budget administration, personnel, procurement, utility billing, oversight of administrative/financial activities and customer service. Work is performed under general supervision. Provides direct supervision for subordinate clerical staff.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Manages and supervises all administrative and financial support functions of the Public Works Department main office;
- Ensures compliance with all City policies for budget, utility billing, procurement, personnel, and administration;
- Responsible for customer service, logging/monitoring citizen work requests, and coordinating response for corrective action and/or resolution;
- Prepares and maintains complex databases and records;
- Assists in the preparation of special and periodic reports;
- Assists in developing briefings, correspondence, and press releases;
- Develops office filing and records systems and oversees the maintenance of same;

- Dispatches and coordinates work crews as required;
- Ensures all computer/office equipment and supplies are maintained and operational;
- Coordinates and provides liaison with Finance Office;
- Audits invoices for accuracy, verifies prices and quantities, assigns budget codes;
- Enters data for street maintenance reports in a timely manner and conducts audits;
- Ensures street maintenance work orders are properly coded;
- Ensures materials, supplies and equipment purchase orders and requisitions are posted to street maintenance work orders;
- Ensures inventory system is accurate and up-to-date;
- Serves as the central Public Works contact for application of policies and procedures;
- Assists in preparation of annual budget submittal;
- Processes personnel transaction data and works with Human Resources office;
- Oversees work and activities of Office Service Assistant and Utility Service Clerk;
- Provides updates to public on public works operations/activities as required;
- Oversees utility billing including customer service, requests for connections/re-connections, payments, investigations for high consumption, and disconnections and;
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of professional office administration and business operations and practices;
- Demonstrated ability to perform a considerable volume of detailed records work;
- Ability to establish and maintain effective working relationships with associates, subordinates and the public;
- Proficiency with Microsoft Office Suite and data base management;
- Ability to perform high volume of detailed work with accuracy;
- Customer service skills;
- Ability to deal with information in a confidential manner;
- Excellent oral and written communication skills;
- Ability to supervise staff in a fair and equitable manner;
- Some accounting and bookkeeping skills;
- Ability to handle multiple tasks simultaneously;
- Organizational skills and;
- Ability to deal with a variety of people in a professional manner.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

High School Diploma with 2-year degree in accounting, business administration or office administration or equivalent amount of training and experience. Some experience in office management with a variety of work responsibilities.

SPECIAL REQUIREMENTS:

Coordinates a wide variety of tasks within the City's largest operational department consisting of four major divisions and over 100 employees. Serves as the central point of contact for all administrative transactions involving budget, utility billing, personnel and purchasing.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of negligible amount of force constantly to move objects, up to 10 pounds of force frequently and some light work requiring the exertion of up to 20 pounds of force occasionally. Work requires stooping, reaching, fingering, grasping and repetitive motions; typing/word processing requires the ability to perform repetitive tasks involving fine motor skills. Vocal communication is required for expressing or exchanging information and instructions by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the work is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Supervises one full time utility service clerk and one part time office services assistant.

EXAMPLES OF EXPECTED DECISION MAKING:

- Determines if field supervisors are within department and city regulations on purchases, personnel and budget expenditures.
- Determines if time is coded according to regulations and makes changes for compliance and audit.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Office Manager will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Director of Public Works and Chief Human Resources Officer

Revised Date: 2019