

## OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is important and responsible work involving planning, assigning, and supervising clerical activities within an office of a governmental department or agency. An incumbent is delegated a variety of administrative and managerial duties in conducting agency affairs in order to conserve the time of the department head. The work is performed under the general supervision of the department head with considerable leeway allowed for the use of independent judgement. Direct supervision is exercised over the work of subordinate clerical employees. An Office Manager does related work as required.

### TYPICAL WORK ACTIVITIES:

- Supervises a clerical staff in their record-keeping practices and in the classification and processing of a variety of receipts, vouchers, and other records;
- Compiles data for annual budget and assists in maintaining ongoing control of program budgets;
- Revises and develops work procedures and methods;
- Oversees the maintenance of the bank ledger and daily deposits;
- Handles complaints, unusual problems, and conducts a variety of correspondence;
- Maintains personnel records, handles personnel problems of department staff in accordance with collective bargaining agreements;
- Compiles, prepares, and analyzes a variety of financial and statistical records and reports;
- Compiles data for and prepares financial aid applications;
- Trains and orients new employees;
- Oversees the maintenance and control of property classification and inventory systems for fixed assets;
- Maintains contact with units within the department and with other agencies to assist in solving problems and develop improved services;
- Utilizes electronic data processing system to record and report management information.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures, and equipment; thorough knowledge of business arithmetic and English; good knowledge of the principles and modern practices of office management and supervision; good knowledge of the principles and modern practices of account keeping and budget control; ability to gain familiarity with departmental organization, functions, policies, laws, regulations, and procedures; ability to organize and coordinate the work of others; ability to understand and carry out complex oral and written directions; ability to prepare correspondence and reports; ability to secure the cooperation of others; ability to deal effectively with the public; good judgement in solving accounting and administrative problems; initiative and resourcefulness; tact and courtesy; integrity.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in maintaining or auditing financial accounts or records.

**NOTE:** Study at a college, university, or business institute in an Accounting, Business Administration, or Secretarial Science degree program may be substituted for the experience on a year for year basis, up to a maximum of four (4) years. Thirty (30) credit hours equals one (1) year of experience. Study must be at a college, university, or business institute accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If study is at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

## CATTARAUGUS COUNTY CIVIL SERVICE

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