OFFICE MANAGER

GENERAL RESPONSIBILITIES

Manages a variety of general office activities in the daily operations of a Bureau or office.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Perform supervisory responsibilities in accordance with the current Carroll County Personnel Ordinance, County policies, and applicable laws
2. Analyze and organize office operations and procedures such as, but not limited to, budget, personnel, records management, supplies and equipment
3. Establish uniform procedures and style practices for correspondence, reports, and other office documents
4. Plan office layout, develop office administration operating budget, and initiate cost reduction programs
5. Manage calendar, coordinate schedules and independently make appointments
6. Screen and provide information in response to telephone calls, responding independently when possible
7. Compose, prepare, and process general and confidential correspondence, including e-mail and faxes
8. Establish, organize, and assure maintenance of paper and computer records management/file systems
9. Coordinate meetings, programs, or events by securing location and making other appropriate arrangements, preparing and issuing information and agendas, coordinating speakers, and processing minutes or other necessary follow through information
10. Conduct research and prepare reports, surveys, and other complex documents
11. Research and develop resources and methodologies that create timely and efficient workflow
12. Arrange detailed travel plans and itineraries, compiling relevant documents
13. Provide administrative and secretarial support for Bureau or office including budget and personnel matters; and relevant Committees, Boards, Commissions, assignments and projects
14. Respond to questions regarding overall departmental, bureau or office policies, procedures, and practices
15. Address errors and complaints
16. Perform related duties as to specific assignments
17. Any employee may be identified as Essential Personnel during emergency situations
18. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
19. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County
EDUCATION AND EXPERIENCE

1. Associate of Arts degree in office administration
2. Four years administrative/budget/secretarial experience; three years office management experience and two years supervisory experience

OR
1. High school diploma or general education degree (GED)
2. Six years administrative/budget/secretarial experience; three years office management experience and two years supervisory experience

KNOWLEDGE, SKILLS AND ABILITIES

1. Types at no less than 65 wpm
2. Read and interpret personnel information, policies, procedures, and legal documents
3. Write reports, correspondence and procedure manuals
4. Respond to inquiries and complaints from employees and citizens
5. Speak before employee groups
6. Calculate figures and amounts such as discounts, interest, percentages
7. Solve practical problems with variety of variables
8. Interpret a variety of instructions furnished in oral, written, diagram, or schedule form
9. Use computer software programs and/or other applications