

Jurisdictional Class: Competitive  
Adopted: July 17, 1987  
Revised: May 28, 2010

**OFFICE MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** The duties of this class involve responsibility for the day-to-day operations of an office in a department or a division. Duties include assuring that the office work flows smoothly, and that the performance of special tasks as assigned by the department or division head are properly completed. Work is performed under the general supervision of the department with leeway allowed for the exercise of independent judgment in carrying out details of the work. Supervision is exercised over clerical staff. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

- Oversees the day-to-day operations assuring that the office work flows smoothly, and the performance of special tasks as assigned by the department or division head are properly completed;
- Supervises and directs the supervision of clerical staff;
- Oversees the preparation of personnel transactions, processes appointments, schedules interviews, performs initial screening of clerical positions, and participates in the interviewing process;
- Serves as department head liaison between department staff, county personnel, state and community boards, and various committees;
- Assists department head in the formulation and implementation of policies and procedures for administration of varied clerical programs within an agency;
- Assists department head in the preparation of agendas and trainings, gathering materials from various sources, and compiling necessary paperwork and reports;
- Supervises the purchasing and inventory of departmental office supplies;
- Assists the department head or his/her designee in the preparation and maintenance of various components of the annual budgets;
- Supervises and participates in the maintenance of departmental records and archives;
- Supervises and participates in the preparation of payrolls and work orders;
- May perform special projects as assigned by the department head such as researching records, determining work flow and priorities, compiling statistics, collection of data, and cost studies;
- May submit or supervise the submission of reimbursement vouchers to New York State or other entities;
- Assists in the design and implementation of computer programs for the use of clerical staff and coordinates the use of such programs to provide various statistical and/or fiscal information to comply with various office, state, and federal rules and regulations;
- May supervise the billing (AR/AP) process for business office operations;
- May prepare financial and statistical documentation for the submission of cost reports to third party payers.

Office Manager

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of modern office practices, procedures, and equipment;

Good knowledge of principles and practices of office management, including a knowledge of personnel methods and procedures, organization, reporting and communication, and supervisory principles and techniques;

Working knowledge of modern account keeping practices;

Ability to organize and lay out work for others;

Ability to get along well with subordinates and others to secure their cooperation;

Ability to communicate effectively with others, both orally and in writing;

Ability to work with all levels of management and staff;

Ability to adapt to a variety of assignments;

Sound judgment.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and either:

(a) Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree in Business Administration, Business Management, Secretarial Science, or related field and three (3) years of supervisory office or program management experience; or

(b) Five (5) years of experience as described in (a) above; or

(c) An equivalent combination of training and experience as defined in (a) and (b) above.