

City of Allentown
Position Description

Class Title: Office Manager
Grade Number: 9N
Department: Information Systems
Union: Non-Bargaining

GENERAL PURPOSE

This is a professional managerial position with the Information Systems Department. The Office Manager performs a wide variety of tasks and activities involving customer service and the daily management of the department office. The Office Manager is responsible for payroll approval and personnel functions, assists with the budget and manages the accounting for the Information Systems Department. The Office Manager helps the Director (Chief Information Officer) to support the functions and services of the Department.

Performs a variety of functions in accordance with established department and City operational policies and procedures.

SUPERVISION RECEIVED

Works under the supervision of the Director of Information Systems.

Instructions may be received from the Director on matters of departmental policy and procedure.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares correspondences and assists in typing, copying, distributing, filing.
- Prepares reports and documents of a routine or sensitive nature for the Information Systems Department as required.
- Will assist with the development, writing, preparation and evaluation of Bids, RFPs, and Contracts.
- Assists the Director in preparing the budget.
- Compiles and processes various reports related to payroll including but not limited to tracking of employee leave balances, sick time, etc.
- Responsible for maintaining personnel, payroll, and other records.
- Monitors bureau revenue and expenditures during the fiscal year.
- Analyzes records and office systems and devises suggestions for improvement of office methods, procedures, and systems.

- Interprets departmental rules, regulations and procedures and general City rules and regulations which are applicable to departmental operations.
- May assist with the administration, coordination, and implementation of Departmental programs.
- Provides support and assistance to all information systems managers and the department head.
- Organizes and supervises the filing and records maintenance systems for a department.
- Oversees inventory of hardware and software for the department.
- Compiles data for administrative analysis and reporting and prepares complex work sheets and tables.
- Prepares and enters requisitions and invoices for processing into the Eden System as required for the department and controls supplies as necessary.
- Prepares and enters contracts for the department.
- Oversees payment of bills for purchases via invoices, blanket orders and purchase orders processed in the Eden system for payment.
- Maintains complex statistical, personnel and Bureau transaction records.
- Enters reports and coordinates documentation required for personnel and vehicular accidents.
- Provide quality and effective customer service with courtesy and understanding to our internal departments and vendors.
- Instructs new employees regarding department policies and standards to be attained.
- Verifies on daily basis adequate office coverage.
- Performs related work as may be required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school, with a minimum of 2 years clerical and office work
- (B) Equivalent combination of related education and experience.
- (C) Knowledge of the English Language and the ability to speak it clearly and distinctly.

Necessary Knowledge, Skills, and Abilities:

- (A) Knowledge of policies and procedures of the work of the Information Systems Department.
- (B) Ability to function under stressful conditions and to perform multiple tasks at a time.
- (C) Excellent problem-solving skills, exercise sound judgement, and demonstrate the ability to envision and deliver innovative solutions.
- (D) Knowledge of office terminology, practices, procedures, and equipment
- (E) Knowledge of business English, spelling, and arithmetic

- (F) High competency in Windows operating Systems, Microsoft Office applications (Excel, Word, PowerPoint, Teams, and Access), and computerized reporting programs.
- (G) Strong working knowledge of City used computer system, including Lucity and Eden.
- (H) Knowledge of the principles of office management and of standard record maintenance procedures applicable to the special field to which assigned.
- (I) Ability to interpret rules, regulations, and policies and to make decisions based from such records.
- (J) Ability to maintain confidential and sensitive information.
- (K) Ability to compose letters and reports relative to departmental policies and procedures.
- (L) Ability to plan, organize and supervise the work of others.
- (M) Ability to develop, lay out and install clerical procedures from general instructions.
- (N) Ability to establish and maintain effective working relationships with other employees, vendors, and the public.

SPECIAL REQUIREMENTS

Possession of a Valid Pennsylvania driver's license.

TOOLS AND EQUIPMENT USED

Daily use of personal computer and mainframe computer, copy machine, fax machine, telephone system, and any other office related equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.