

City of Allentown  
Position Description

Class Title: OFFICE MANAGER  
Grade Number: 9N  
Department: Public Works  
Bureau: Building Maintenance  
Union: Non-bargaining

GENERAL PURPOSE

Provide standard and some specialized clerical activities to support the functions and services of both the Bureau of Building Maintenance and Office of Compliance.

Performs a variety of functions in accordance with established department operational policies, procedures and City policies. Supervise all clerical functions, manage all accounting practices for bureau and provide staff assistance.

SUPERVISION RECEIVED

Works under the supervision of the Facilities Manager and Compliance Auditors in their absence, the Director of Public Works.

SUPERVISION EXERCISED

At times may need to exercise supervision over maintenance staff including tradesmen, maintenance workers and custodians and others engaged in public works activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES (List here what you do in your job)

Work from a thorough knowledge of bureaus' operational policies, procedures and practices. Interpret City and departmental rules, regulations and procedures that are applicable to the bureau.

Interprets departmental rules, regulations and procedures and also general City rules and regulations which are applicable to departmental operations

Assists in development and administration of all of the department's goals, objectives and systems

Enter payroll for bureau and monitor time worked and time off for all employees.

When applicable, instructs new employees regarding work procedures, work to be performed and standards to be attained

Compile data for administrative analysis, reports, questionnaires and public reports, including Budget preparation

Performs requested investigations in research, prepares complex work sheets and tables and makes computations on materials assembled

Enter requisitions, invoices, and work orders, track purchase orders and accounts payable.

Monitors expenditures and account balances.

Oversee projects involving contracts and capital projects.

Analyzes records and office systems and devises suggestions for improvement of office methods, procedures and systems

Supervises the establishment and maintenance of filing systems for the Bureau

Compile data and implement software for Inventory system.

Control of software and issuance of keys and reports.

Program the operation of the main doors and elevators at City Hall.

Plan and arrange work priorities and schedules based on assignments, projects and deadlines for completion provided by supervisor

Performs related work as may be required in addition to special projects, assignments as warranted

Ensures customer service, in person or over the telephone, is handled courteously and properly – answers inquiries as able

Maintains complex statistical, personnel and department transaction records

Prepares brochures, information packets and news releases, under the direction of the Compliance Auditors, for public communication

Works successfully and productively in a team environment or independently and deal with multi-tasks effectively and establish priorities

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- (A) Associates Degree in Business Administration or related field with a minimum of 3 years clerical and office work
- (B) Training in Key/Card access control system
- (C) Knowledge of the English Language and the ability to speak it clearly and distinctly
- (D) Possession of a valid Pennsylvania Driver's license

### Necessary Knowledge, Skills and Abilities:

- (A) Knowledge of office terminology, practices and equipment
- (B) Knowledge of clerical routines and procedures of the unit
- (C) Knowledge of right-to-know laws as instructed and posted
- (D) Knowledge of City (Best/Stanley) Securities Key software
- (E) Knowledge of City HVAC Computer System
- (F) Strong working knowledge of City (ADMINS) computer system, Lucy and Eden
- (G) Strong working knowledge of System Administration
- (H) Knowledge of computers and computer software, with ability to apply this aptitude in word processing, spreadsheet development, and document merges, etc.
- (I) Ability to interpret rules, regulations and policies and to make decisions based upon them
- (J) Tactful communication skills; both written and verbal
- (K) Ability to maintain confidential and sensitive information  
Provide quality and effective customer service with courtesy and understanding to our customers, citizens, and internal departments.

### TOOLS AND EQUIPMENT USED (list all of the equipment that you use)

Requires intensive daily use of personal computer.  
Requires frequent use of Phone and City Radio

## 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 30 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 usually quiet.

## 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.

*Revised:  
3/23/2017*