

City of Allentown
Position Description

Class Title: **OFFICE MANAGER**
Grade Number: 9N
Department: Public Works
Bureau: Bureau of Streets, PA Liquid Fuels, Recycling and Solid Waste
Union: Non-Bargaining

GENERAL PURPOSE

Performs managerial tasks involving supervision of clerical activities, manage all accounting practices for department budgets and providing staff assistance to the superintendent or department head, does related work as required. Provide standard and some specialized clerical activities to support the functions and services of the Streets Department

SUPERVISION RECEIVED

Employee works under the supervision of the Streets Superintendent.

SUPERVISION EXERCISED

Supervision is exercised over the clerical personnel at the Bureau of Streets. At times, the Office Manager may need to exercise supervision over Equipment Operators, Maintenance Workers, Laborers and others engaged in public works activities.

Office Manager will need to supervise clerical personnel assigned to the Emergency Operations Center during emergency situations

ESSENTIAL DUTIES AND RESPONSIBILITIES

Supervise clerical personnel who are responsible for entering data to generate reports, keeping records and performing other clerical duties

Prepares correspondence and assists in typing, copying, distributing, filing and retrieving correspondence, reports and documents of a routine or sensitive nature for the Streets Superintendent as required

Makes decisions concerning activities and problems concerning customer complaints received

Verifies on daily basis adequate office coverage; Organizes, assigns and reviews the work of subordinate office staff.

Assists in preparing figures for budget estimates, maintains personnel, payroll, other records and preparing reports as directed by the Streets Superintendent. Compiles and processes bi-weekly payroll for employees in the Streets Department, Storm Maintenance, Solid Waste/Street Cleaning and PA Liquid Fuels

Update Streets website and phone messages that contain updated information to the public as required.

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

Possess a Notary license with PennDot Card Agent status to assist with Fleet related registration documents.

Sees that the general public in person or over the telephone, are courteously greeted and referred to the proper person, or answers their inquiry if possible.

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

Monitors bureau expenses during the fiscal year so budgets stay on target.

Perform a variety of duties to receive and relay externally and internally generated messages (via two-way radio, CitySystems, Lucity work order system, emails, city website updates, etc.).

Supervises the establishment and maintenance of filing systems for a department and destroys documents as required.

Instructs new employees regarding work procedures, work to be performed and standards to be attained

Plans and prepares paperwork for Streets personnel attending training or conferences; Makes all necessary travel arrangements

knowledge of City services, radio procedures and the bureau's operational policies, procedures, and routines.

Compiles data for administrative analysis, questionnaires, Right to Know and public reports, performing requested investigations in research, preparing complex work sheets and tables and making computations on materials assembled

Works in conjunction with Risk Management and the Solicitors Office on residential claims of property damage or injury; provide the necessary paperwork to Risk Management and/or the Solicitors office in a timely manner so proper assessments can be made in regards to the claims.

Compiles data for Fleet Administrator using the ZONAR system; Tracks location of supervisors, crew personnel and special equipment via daily work sheets and Zonar GPS

Prepares and enters requisitions for processing into the Eden System as required for the Streets Bureau (inclusive of Streets, Storm, Solid Waste/Street Cleaning, PA Liquid Fuels and Fleet Maintenance); and controls supplies as required for Streets.

Oversees payment of bills for purchases via invoices, blanket orders and purchase orders processed in the Eden system for payment

Prepare Miscellaneous Billing as required for Streets, Stormwater and Fleet related reasons.

Evaluates work performance of subordinate personnel and recommends corrective actions or discipline if needed.

Maintain complex statistical, confidential, personnel and department transaction records.

Prepare brochures, information packets and news releases to advertise department special events.

Assist the Superintendent in preparing and implementing grant applications as required

Prepares correspondence and assists in typing, copying, distributing, filing and retrieving correspondence, reports and documents of a routine or sensitive nature for the Streets Superintendent as required

Researches, gathers and prepares all required and/or requested documentation for internal and outside agency audits such as the State, DEP and EPA.

Provide quality and effective customer service with courtesy and understanding to our customers, citizens and internal departments.

Maintain an inventory of office supplies, ordering when necessary; Works in conjunction with the Superintendent, Chief Maintenance Supervisors and tool-room staff to ensure all materials, parts and supplies necessary to operate the department are ordered in a timely manner. Some overtime will be required during emergency/nonemergency situations including night shift.

Attend meetings as required.

Perform related work as may be required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Bachelor's Degree from an accredited four (4) year college or university with major coursework in public or business administration
- (B) Associates Degree in Business Administration or related field with a minimum of 3 years clerical and office work.
- (C) Equivalent combination of related education and experience.
- (D) Knowledge of the English Language and the ability to speak it clearly and distinctly.
- (E) Multilingual skills a plus.
- (F) Ability to obtain necessary certifications for required Notary Documents
- (G) Possession of a valid Pennsylvania Driver's license

Necessary Knowledge, Skills and Abilities:

- (A) Ability to function under stressful conditions and to perform multiple tasks at a time.
- (B) Ability to keep complex records, to assemble and organize data and to prepare reports from such records;
- (C) Knowledge of right-to-know laws as instructed and posted.
- (D) Knowledge of Microsoft Excel, Word, Access and Power Point.
- (E) Ability to plan, train, instruct and supervise the work of clerical personnel.
- (F) Thorough knowledge of modern office practices and procedures.
- (G) Ability to interpret rules, regulations and policies and to make decisions based upon them.
- (H) Considerable knowledge of the principles of office management and of standard record maintenance procedures.
- (I) Ability to compose letters and reports relative to departmental policies and procedures.
- (J) Ability to establish and maintain effective working relationships with employees, superiors and the general public.
- (K) Employee must be capable of assisting the Superintendent in total quality management and performance of all services.

SPECIAL REQUIREMENTS

Possess a Notary License with PennDot Card Agent status

Current employee's not possessing said license at time of appointment must make an attempt to obtain license within 90 consecutive calendar days. The Streets Superintendent may grant timeframe extensions as Notary classes are scheduled through the state.

TOOLS AND EQUIPMENT USED

Require intensive daily use of personal computer, phone, fax machine, radio, copier, scanner, printer, laminator, shredder and adding machines.

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 frequently and repetitiously required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to sit, talk or hear. The employee is occasionally required to walk, stand, stoop, kneel, crouch, crawl and smell.

The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral 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 employee works in an office environment.

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.

Revisions:

3/11/13

3/22/17