



June 2008

CONFIDENTIAL OFFICE MANAGER

DEFINITION

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of a City department's administrative office; evaluates the operations and activities of the assigned function; recommends and implements policies, procedures, and practices; performs a variety of advanced and confidential administrative support duties of significant complexity, including functions relating to the administration of the collective bargaining process and requiring thorough knowledge of the department, its procedures and operational details; provides administrative support for the department head and professional staff; provides highly complex office coordination and support; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned department management personnel. Exercises direct supervision over assigned administrative support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the administrative series that exercises independent judgment on diverse and specialized support projects and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day activities of the assigned administrative office and is responsible for providing highly complex and confidential administrative support to the assigned department head in a variety of areas. Incumbents in this classification assist and act in a confidential capacity to a department head who is responsible for formulating, determining, and implementing management policies in the area of collective bargaining. The work requires recommending and implementing policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from other administrative classifications by its confidential labor relations duties and from the Confidential Executive Assistant by its supervisory responsibilities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, administers, reviews, and evaluates the work of other office support staff to ensure office work flow is maintained and department goals are met; assigns work according to changes in workload priorities; provides training and policy guidance and interpretation to staff.
- Participates in the recruitment and selection of new employees; makes hiring recommendations.
- Assists in evaluating, developing, and implements and administers office goals, objectives, policies, and procedures.

- Ensures that staff provides a high degree of customer service to both internal and external customers that supports achieving the office's and the department's mission, objectives, and values.
- Evaluates the operations and activities of the office; recommends improvements and modifications; prepares various reports on operations and activities; considers resource availability; negotiates timelines as needed.
- Provides administrative support to the department head and managers in performing duties of an advanced, complex, sensitive, and confidential nature; handles materials relating to disciplinary actions; attends and transcribes disciplinary hearings and meetings; attends management staff meetings, takes minutes, and performs related duties.
- Develops and handles information materials related to collective bargaining activities, including spreadsheets, gathering information, correspondence, etc. in support of labor negotiations, grievance process, and contract administration.
- Represents the department at meetings as assigned; acts as liaison between the department director and other staff or the public, coordinating resolutions when appropriate.
- Coordinates and participates in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; authorizes payment of invoices.
- Collects and compiles material for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Coordinates, oversees, monitors, and participates in special projects, assignments, and activities as assigned; maintains control files on matters in progress and expedites their completion.
- Schedules and/or coordinates special meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary including preparing agendas, and taking and transcribing minutes for boards and commissions; serves on committees as assigned.
- Composes, types, edits, and proofreads a variety of complex documents including forms, memos, reports, statistical reports, newsletter articles, press releases, City Council agenda items, ordinances, municipal code revisions, promotional/informational materials, website information, and internal and external correspondence for the department from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer or typewriter; inputs and retrieves data and text using a computer terminal; uses considerable independent judgment in preparing correspondence and reports.
- Provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and explains procedures according to existing guidelines; refers citizens to the appropriate sources; identifies, negotiates, and/or resolves solutions to citizen and staff complaints and problems when appropriate.
- Designs and implements file, index, tracking, and record-keeping systems; researches records within assigned areas of responsibility to prepare reports and provide follow-up information to customer and staff inquiries.
- May serve as secretary to a board, commission, or special task force; provides a variety of support to City boards, committees, and task forces, including reserving meeting rooms, maintaining access reports, compiling and distributing agenda packets, attending meetings, formatting and distributing minutes, and following-up on decisions as required.
- May review, interpret, edit, and assist in composing legal documents such as leases, intergovernmental agreements, tenancy-in-common agreements, memoranda of understanding, and easements.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, and procedures of office administration.
- Basic principles and practices of public agency budget development and administration.
- Basic public administration policies and practices.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Basic principles and practices of journalism and public relations.
- Business letter writing and the standard format for reports and correspondence.
- Principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business arithmetic, financial, and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, organize, administer, coordinate, review, evaluate and personally participate in comprehensive administrative support services.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Maintain confidentiality and discretion in handling and processing confidential information and data.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework or specialized training in business or secretarial science and (5) years of administrative assistant, executive assistant, office management, or related experience, including two (2) years of supervisory or lead experience; or equivalent training and experience; or two (2) years of experience equivalent to Confidential Executive Assistant at the City of Tigard.

Licenses and Certifications:

- Possession of valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.