



## OFFICE MANAGER

### Definition

To provide highly responsible and complex administrative support to assigned Authority management staff; to manage overall office functions; to oversee the work of clerical support staff; and to perform a variety of duties relative to assigned area of responsibility.

### Characteristics

This class is distinguished from the Administrative Assistant classification in that the Office Manager is responsible for coordinating office management and support activities Agency-wide.

### Examples of Important Responsibilities

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

- Perform a variety of administrative, secretarial, human resources and office support functions; recommend improvements in work flow, procedures, and use of equipment and forms; assist in the drafting and implementation of department policies and procedures; assist in a variety of department operations; perform special projects and assignments as requested.
- Type, proofread, and edit a wide variety of comprehensive, complex and confidential reports, letters, memoranda, correspondence, manuals, and statistical charts; type from rough draft or verbal instruction; review finished materials for completeness, accuracy, format and compliance with applicable policies and procedures.
- Schedule a variety of meetings for the Board, General Manager and other staff; coordinate room set up including meals and equipment.
- Maintain office equipment and supplies including copy machines, postage meter, fax machine, computers and phone system; coordinate equipment purchase, lease, and repair.
- Oversee the work of clerical support staff; coordinate Authority-wide support activities; monitor work activities to ensure compliance with established policies and procedures; provide assistance in the completion of assigned duties.
- Establish, maintain open communication, and effective relationships with other program staff, public officials and the general public; coordinate activities and work cooperatively in a professional manner.
- In the absence of the General Manager, the Office Manager is accountable for the majority of the day-to-day administrative tasks necessary to assure the smooth running of the OSA office. While this does not include signing authority, the Office Manager's interactions may involve issues of considerable importance to the Open Space Program and require the use of persuasive and diplomatic skills.
- Perform related duties and responsibilities as required.

### Technical and Analytical

- Research, collect, monitor and analyze data related to special projects or research assignments; prepare and/or edit various reports, memos, correspondence, manuals and other documents as assigned.
- Participate in the compilation of budget reports; assist in the forecast of additional funds needed for staffing, equipment, materials and supplies; recommend adjustments as necessary.
- Oversee the configuration and installation of computers, printers and peripheral equipment to the network, testing and upgrade software, troubleshoot and resolution of technical problems; assess staff needs and prepare plans to meet growing demands for new technology; coordinate and conduct in-house computer training for staff; maintenance of profiles of Authority computer workstations including hardware, software, repairs, maintenance, replacement and configuration.

### Clerk of the Board

- Assemble, reproduce, post and distribute Board meeting agendas and packet materials; attend meetings; ensure that meetings and notices are in compliance with Brown Act requirements; maintain and update Board meeting and official Authority records, files, resolutions and ordinances.
- Record minutes of public Board meetings and prepare written minutes in draft form for Board approval.

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- Respond to questions and inquiries from the general public; provide information and assistance within the area of assignment.
- Coordinate and conduct Authority elections with Santa Clara County Registrar of Voters; coordinate filing of various mandatory Fair Political Practices Commission statements; maintain official records including election materials.

## Human Resources

- Managing the job posting system and open requisitions; Formatting and posting open positions to internal and external recruitment sources.
- Monitoring resume flow.
- Coordination of interview schedules and creation of interview guides and packages.
- Pre-employment screening management.
- Coordination of all new hire processes and procedures including conducting new hire orientation and paperwork for new employees.
- Maintaining job files and employee files according to mandates/laws.
- Coordinate with Accountant on proper recording of vacation/sick leave and deducting appropriate hours from accruals.
- Interacting with candidates, new employees and vendors, as appropriate.
- Reporting Worker's Compensation claims.
- Benefits coordination with carriers and Santa Clara County personnel.
- Verify employment inquiries.
- Assisting HR Consultant in performing a wide variety of special projects.

## Qualifications

### Knowledge & Abilities

- Standard office, administrative and secretarial practices and procedures, using independent judgment and personal initiative.
- Modern office procedures, methods and equipment including computers and supporting word processing, spreadsheet and accounting applications, typewriter, and calculator.
- Understand the organization and operation of the Authority as necessary to assume assigned responsibilities.
- Learn, interpret and apply administrative and departmental policies and procedures.
- Principles of computer system management, system analysis and design and network administration.
- Basic knowledge of computer components including hardware, software and peripheral equipment.
- Principles and procedures of filing and record keeping.
- English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Basic principles and techniques of supervision and performance evaluation.
- Work independently in the absence of supervision.
- Type at a speed necessary for successful job performance.
- Understand and carry out oral and written instructions.
- Basic knowledge of Human Resources laws and practices and file maintenance or willingness to learn.
- Communicate clearly and concisely, both orally and in writing.

## Education and Experience Guidelines

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### Education

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial training.

### Experience

Four years of increasingly responsible, secretarial or administrative support experience.

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## Physical Demands & Working Environment

*The physical demands herein 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 essential job functions.*

**Environment:** Office environment.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens and written documents.

**Communication:** Speaking, hearing, and writing in English to exchange information.

This is a non-exempt position