



# City of Woodland

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## OFFICE MANAGER

### DEFINITION

Supervise and participate in administrative clerical support and customer service which includes resolving customer problems, complaints and inquiries; and general oversight of administrative functions. Work mainly involves problem solving and mediating highly conflicting, unexpected, and unusual problems.

### SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Department Director or designee. Responsibilities include direct and indirect supervision of clerical staff. Exercises discretion and independent judgment with respect to assigned duties.

### EXAMPLES OF DUTIES:

The following are typical duties performed by the position, not an all-inclusive or limiting list:

### ESSENTIAL JOB DUTIES

Supervise and participate in administrative office functions and the coordination of operations with other departments and divisions. Ensure the implementation of goals, objectives, policies, procedures and work standards for the operation. Act as liaison between the administrative support staff and the professional and technical staff. Recommend restructure of work flow as needed. Prepare a variety of narrative and quantitative reports and correspondence. Participate in the selection, supervision and evaluation of personnel. Coach, train and motivate staff to perform quality customer service. Oversee the work to ensure that it is proceeding on schedule and meeting established quality standards. Determine innovative and alternative methods to solve problems and create new ways of doing business. Answer the telephone and respond to questions. Create, maintain and monitor computerized files, databases and directories. Interprets and explains policies, procedures, and programs. Initiates appropriate transactions to satisfy customer requests and internal procedures. Develop and maintain positive public relations with emphasis on customer service. Regular and consistent attendance.

### OTHER JOB FUNCTIONS

Implement programs to improve communication with customers and efficiency in customer service operations. Facilitate staff training and development. Devise procedures for data collecting, tracking and reporting systems. Design and prepare

departmental forms and operational manuals. Participate in the development and implementation of department programs, systems, procedures and methods of operations, including computer-based systems. Work cooperatively in a team environment with other City employees in the course of daily activities. Perform related duties and special projects as assigned.

## **QUALIFICATIONS**

### Knowledge of:

Principles and practices of effective supervision. Administrative principles, practices and methods, including goal setting, work planning and organization. Current customer relations techniques and trends. Team building techniques and principles. Department policies and procedures.

### Ability to:

Supervise, train and evaluate a staff. Communicate clearly and concisely, both orally and in writing. Develop record keeping systems and forms. Develop logical, concise and clear reports and correspondence. Use standard business English, spelling and punctuation. Perform routine mathematical computations. Operate a typewriter, calculator and other common office machines. Use a personal computer and word processing, database, spreadsheet software and job-related software applications. Evaluate alternative solutions and present recommendations. Interact with the public effectively and courteously. Establish and maintain cooperative and effective work relationships.

### **Minimum Education and Experience:**

#### **Education:**

High School diploma supplemented by college level coursework or specialized training. Prefer bachelors degree from an accredited college or university with major course work in Business Administration, Management or a closely related field.

#### **Experience:**

Four years of increasingly responsible customer service work experience of providing information and handling complaints, including two years in a supervisory capacity. Prefer experience with substantial public interaction.

#### **License:**

Required upon hire, possession of a valid California driver's license.

Council Action: September 19, 2006