

Benton County OFFICE MANAGER JOB DESCRIPTION

GENERAL DESCRIPTION

Under supervision, employees of this classification perform administrative tasks within the secondary road department including handling incoming and outgoing correspondence, answering telephones, handling public business at the counter, and performing clerical and accounting tasks for the department. The employee reports directly to the county engineer.

CLASS AND GRADE

The Office Manager position is a full-time position. An employee entering the organization at this level generally starts at a percentage of the full classification wage and receives increases in pay commensurate with progress within the job. This is a non-union position and is considered a confidential management position. This position is not exempt, and the employee is eligible for compensatory time.

DISTINGUISHING CHARACTERISTICS

An Office Manager acts as part of the management team within the County Engineer's Office. This employee typically performs clerical and accounting tasks at the direction of the County Engineer and/or staff. The employee also performs general office functions including handling incoming and outgoing mail, typing correspondence, performing data entry tasks, greeting people who come into the office to do business with the county, and answering the telephone. Employee of this classification also, independently or as part of a team, prepares or assists in the preparation of reports associated with Secondary Road Department activities. The employee handles accounts payable and receivable for the department and performs payroll preparation. The employee should be knowledgeable of Iowa Department of Transportation terms and accounting codes, Benton County Policies and Procedures, and general state code provisions affecting the department. The employee must possess superior public relations skills for dealing with complaints and work requests in person and on the telephone.

ESSENTIAL JOB FUNCTIONS

The following functions are considered essential to the performance of the job of Office Manager:

1. Performing clerical tasks including, but not limited to maintaining departmental files and personnel records, preparing letters and departmental correspondence, sorting incoming and outgoing mail and routing it to appropriate personnel within the department, assisting in hiring new personnel, preparing and placing advertisements and legal notices in local and statewide publications, and preparing and routing permits and work orders.

2. Perform basic accounting tasks including handling invoices and preparing claims for payment of departmental expenses, processing accounts payable and dealing with vendors, processing accounts receivable, and handling office and shop inventories.
3. Handle complaints and work order requests from employees and members of the general public. Sort and route the complaints and work orders to the appropriate secondary road staff and file the information contained in the complaints and work orders for later follow-up if necessary.
4. Operate personal computers for correspondence, spreadsheet preparation, database preparation, and other daily tasks.
5. Act as the office receptionist, answering telephones and greeting people at the office counter. May be asked to make calls for the County Engineer and/or staff. Must be able to take accurate messages and route them appropriately.
6. Issue permits for work within the right of way, utilities, dust control, tile crossings, oversize loads and other paperwork as required for work within the county. The employee, with guidance from the County Engineer will be granted authority to issue permits. Keep accurate records of permits issued and bill permittees according to county policy.
7. Take mail to post office, check post office box and deliver bills and documents to proper authority at courthouse.

NOTE: Management has the right to add or change duties at any time. The duties listed above and below are not inclusive of all tasks that employees of this classification may be required to perform.

MARGINAL JOB FUNCTIONS

Employees of this classification may be assigned one or more of the following tasks on an as needed basis:

8. Lifting, carrying, and storing county records in designated storage areas. This type of work may require lifting and carrying loads of up to 30 pounds.
9. Other duties as assigned by the County Engineer or Assistant Engineer.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Individuals must possess the knowledge, skills, and abilities, or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some combination of skills and abilities. The individual must also possess the necessary physical requirements, with or without the aid of mechanical devices, to safely perform the essential functions of the job.

1. Superior communication skills to greet members of the general public, other county officials, vendors and others doing business with the County Engineer's Office. These communication skills should include a clear voice on the telephone and a pleasant manner for meeting people face to face who come to the office to do business with the Secondary Road Department. This employee is the first contact that many members of the public will have with the county and the individual must be able to speak respectfully with county constituents. Public relations is a major part of this position.
2. Superior English language skills including both verbal and written skills to allow the employee to prepare correspondence, board resolutions, ordinances, and policies, take clear and concise telephone messages, process work orders for maintenance and engineering staff. Responsible for filing correspondence, work orders, reports, and plans that are processed by the office.
3. Superior organizational skills for handling permits for dust control, work within the right of way, utilities and overload permitting. Ability to organize the county filing system and assorted programs including dust control, billing of other departments and governmental organizations and processing invoices for prompt payment of departmental bills.
4. Excellent mathematical skills for checking rock tickets, invoices, purchase orders, and construction payment vouchers for the department.
5. Ability to track inventory of office supplies and equipment. Responsible for maintaining vehicle and equipment lists of the department.
5. Ability to grasp, lift, manipulate and/or carry items weighing up to 30 pounds.
6. Ability to perform work at levels from below knee level to approximately shoulder level with or without mechanical assistance to allow the employee to do filing, store office inventory, and wait on customers at the counter.
7. Ability to type without errors to prepare office correspondence, emails and other records.
8. Proficient with databases, Word, Excel, etc. Basic understanding of computer file management and use is essential.
9. Sufficient visual acuity to read correspondence from the county engineer and other staff members and process and route mail to appropriate staff members.
10. Ability to understand and follow complex verbal and written instructions from supervisory staff.
11. Ability to read maps and verbalize directions.

12. Ability to learn and perform all essential job functions accurately and safely with minimal direct supervision within 6 months of beginning employment with the Secondary Road Department.

13. Ability to perform the essential functions of the job for a 7.5 hour shift with two fifteen-minute breaks and a one-hour lunch period. Employee should be aware that overtime work may be required based upon the needs of the department.

SUPERVISION REQUIREMENTS

Employees of this classification may supervise part-time, temporary and seasonal clerical staff.

QUALIFICATION STANDARDS

1. Completion of any combination of education and experience equivalent to graduation from high school or any other combination of education, training, or experience that provides the required knowledge, skills, and abilities and leads to a GED or equivalent. Some college, particularly in the areas of business, computers, or accounting is preferable, but not required.

2. Ability to use personal computers, and other office equipment. Proficiency in Excel is preferred.

3. A valid state driver's license is required to perform the essential functions of the job.