

OFFICE MANAGER

Reports to: District Manager

Grade: Management / Confidential

Status: Exempt

Supervises: Administrative/ and Customer Service staff

Definition/Summary

Under general direction:

- Uses the principles of accounting, cost analysis and statistical evaluation to maintain operations of a computerized general accounting system
- Supervises office activities relating to the maintenance and updating of customer accounting and billing records, including directing all activities relating to customer accounting, meter reading, collections, and customer relations
- Coordinates human resource programs for the District

Essential Functions

- Supervises administrative and customer service, staff and coordinates needs with Field Superintendent
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Resolves difficulties concerning the processing of orders and delinquent accounts.
- Supervises the central switchboard system and District receptionist function; ensures adequate coverage and appropriate referral of incoming calls.
- Maintains work standards for quality and quantity of work with an emphasis on good customer service and reduced complaints; develops and recommends improvements to work flow, internal procedures, or forms design and usage.
- Assists in the preparation of the annual budget for the work unit; estimates staffing, equipment and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption; approves purchase requisitions.
- Participates in interviews and assists in hiring new staff;.
- Plans, organizes, and implements payroll and administrative functions.
- Supervises and implements accounting functions related to the customer service department.
- Oversees payroll processes.
- Assists in design, installation, and update of accounting systems and procedures.
- Assists in developing and maintaining District human resources policies and procedures.
- Coordinates, and administers employee health and welfare benefit programs.
- Coordinates and administers the workers compensation program for the District.
- Maintains the District classification plan, conducting job audits, preparing revisions, and updating class specifications.
- Coordinates orientation and exit interviews for new and departing employees.
- Provides operating Department support by serving as liaison concerning human resource policies and issues.
- Meets with management staff and committees regarding human resource topics.
- Coordinates employee training and development programs.
- Regularly updates the District Manager regarding human resource operations, problems, policies, and administrative information.

- Provides support to the District Manager in making presentations regarding human resource issues to the Board of Directors.
- Creates and implements water education for the public and other District functions
- Establishes and implements centralized records management system.
- Understand and apply the Districts rules and regulations, polices, practices and procedures.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Other Duties

- Performs a variety of office support tasks.
- Provides information on routine questions and directs complex technical questions to appropriate staff.
- Develops and distributes information regarding human resource issues to District staff.
- Conducts salary reviews and salary studies as delegated.
- Performs related duties as assigned.

Job Standards/Specifications

Knowledge of:

- Federal, State, and local laws and regulations regarding District administrative operations.
- Principles and practices of effective administration of support functions.
- Modern office practices and technology.
- Filing methods and recordkeeping systems.
- Principles and practices of financial reporting.
- Knowledge of Microsoft Office Suite including Word and Excel
- Correct English usage, spelling, grammar and punctuation.
- Principles and practices of personnel administration.
- Generally accepted accounting principles and practices; basic governmental and utility accounting, auditing, and fiscal management techniques
- Payroll processing, principles and practices and pertinent State and Federal laws governing wage and hour calculations, tax deductions, and related payroll issues, is desirable.
- The principles and practices of human resource administration
- Administration, and personnel record keeping
- Principles practices of public sector collective bargaining, dispute resolution, and grievance procedures
- Applicable state and federal laws and regulations governing employment and labor relations
- Employee health and safety laws and program administration
- Training techniques and methods
- Principles of employee supervision, training and personnel management

Ability to:

- Interpret, analyze, and apply Federal, State, and local laws and regulations pertaining to the administration of office support functions.
- Analyze situations and make sound recommendations in support of District goals.
- Develop and implement policies and procedures relating to District office support functions.
- Organize data, maintain records, and prepare reports.
- Review and comprehend technical financial information.

- Utilize computer systems and software packages.
- Identify and effectively train subordinate staff.
- Plan, assign and supervise the work of subordinate staff
- Plan, organize and direct an effective human resource program
- Analyze, interpret and apply information, choose among alternative courses of action and arrive at a recommendation
- Understand and implement laws, regulations, policies and procedures
- Communicate effectively, both orally and in writing
- Maintain detailed and accurate records
- Receive and act on criticism
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.

Typical Physical Activities

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 25 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

1. Exposure to sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: When an emergency is declared by the District Manager, employee shall be paid emergency pay at 1.5 times the calculated hourly wage for all work in excess of 8 hours in one day or 40 hours in one week.

Desirable Qualifications

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: Five years of office support experience in a supervisory role in a public agency, preferably in a municipal water district.

Education: Completion of a Bachelor's Degree from an accredited college or university in accounting, business administration, or closely related field is highly desirable. Or equivalent of four years work experience in these fields.

License Certificate Registration Requirement:

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Supervisor Signature

Date

Employee Signature

Date