

DESCRIPTION: Under limited supervision, plans, organizes, directs, and controls a wide range and combination of office support services and/or operations - and/or technical support functions on an agency wide basis or for a significantly sized division which also involves supervising a minimum of three support staff; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first level in the two level Office Services Manager series. The scope of this series is agency wide and responsible for the office support services, operations and/or technical support functions of an agency such as shipping/receiving, fixed assets, communication systems and protocols, files and records management, mail, printing, office supplies, secretarial support unit, space utilization and acquisition. The Office Services Manager I class and Office Services Manager II class are similar, however the Office Manager II level is distinguished from the lower level by the added responsibility to supervise subordinate supervisors and the breadth, scope and diversity of assigned well defined functions/activities.

The Officer Services Manager series is distinguished from the Office Supervisor class by the responsibility of a wide range of office support functions/activities, while the Office Supervisor class is assigned to supervise employees and activities of an office/clerical support unit. Although cross over in functions/activities may exist, this series is distinguished from the Business Manager series by absence of fiscal, budgeting, and accounting responsibilities.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, assigns, and directs the work activities of subordinate staff to facilitate the attainment of the unit's work goals and to ensure the consistent application of administrative and/or technical policies, procedures, and standards.

Confers with and counsels subordinate staff and supervisors to exchange information on and/or explain work policies, procedures, and guidelines and to identify the characteristics and impact of, and formulate possible solutions to, work-related problems.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels and training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievance dispositions.

Trains subordinate staff in the principles, practices, policies, and/or procedures of the work performed by the unit to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Studies/analyzes existing systems and recommends changes in policies, procedures, and standards to facilitate the efficient accomplishment of work objectives.

Modifies unit systems to implement new or existing agency policies, procedures, and standards.

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Informs the public and concerned parties on current policies, procedures, and standards to explain and clarify functions administered.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed at entry level to perform the work assigned.)

Knowledge of: the principles of management and human relations; the methods, procedures, and equipment of office operations and administrative functions; the methods and procedures of training; business arithmetic; the procedures and processes of bookkeeping and record keeping.

Skill in: Use of computer software to word process, prepare correspondence, and track information

Ability to: plan, organize, control, and direct office service units in secretarial, clerical and/or technical support activities; determine subordinate staff training needs; train subordinate staff in office policies, procedures, and equipment usage; communicate effectively; retrieve and exchange information; identify and prioritize problems and formulate possible solutions; supervise and coordinate the work of others; establish positive working relationships with others.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in office administrative functions, bookkeeping, and secretarial work including experience leading other clerical, secretarial or technical support staff.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).