



## City of Lake Oswego, Oregon

### Job Description

#### OFFICE MANAGER

**FLSA Status: Non-exempt**

**Union Representation: Non-represented**

**Salary Grade: 523**

**Job Code: 5024**

#### Class Summary

Provide analytical and specialized administrative assistance to the Fire Chief and the department's Management Team, Training Division, Fire Prevention Division, Operations Division and Emergency Medical Division. Serve as office supervisor for the department. May develop and administer administrative policies, procedures and budgets. Coordinate and supervise the administrative activities of the assigned department.

#### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Supervise department administrative support operations. Evaluate performance and program effectiveness and take action for improvement as necessary. Handle confidential and sensitive information. Coordinate work requests and track assignments and timelines.
2. Supervises support staff including prioritizing and developing work plans, evaluating staff performance, monitoring progress on reports and projects, interpreting policies and procedures, establishing standards, making hiring and termination recommendations, making pay rate change recommendations and providing training and development for staff.
3. Coordinate special projects and events. Plan, schedule and implement a variety of administrative activities.
4. Provide a variety of administrative support activities, such as formatting and maintaining databases and spreadsheets, verifying, tracking and updating information, and producing standard and customized reports. Coordinate appointments, meetings, and travel for Fire Chief and/or staff members.
5. Review, process and/or authorize purchase orders, requisitions, check requests, claims, accounts payable payments, work orders, contracts, grants, and reconcile monthly P-card statements.
6. Assist with budget preparation and administration; review revenue and expenditures and prepare cost estimates for budget. Track budget account detail; provide revenue and expense monthly reports.
7. Monitors Telestaff software program to ensure information is imported into eTime accurately. Review HR documents related to new hires, promotions, specialty pay, acting-in-capacity

assignments, light duty, retirements and separations. Serve as main contact for HR with regards to on-the-job injuries, light duty assignments, and return to work authorizations.

8. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
9. Represent the department and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
10. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.
11. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
12. Participate attend scheduled department activities outside of normal working hours.
13. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- English grammar, spelling and usage.
- General bookkeeping/accounting.
- Practices and principles of public/business decision-making.
- Strategic planning methods with an emphasis on services related to office management.
- Public purchasing and contracting laws and regulations.
- Human resources management practices.
- Basic arithmetic principles.
- Personal computers and related software applications.

### **Skills and Abilities to:**

- Perform accurate record keeping.
- Perform policy/program analysis.
- Effectively implement policies and programs.
- Establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- Make presentations and develop reports that may include technical information.
- Use word-processing, database, spreadsheet programs and other application software as required for the position.
- Use general office equipment.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with an Associate's degree, and five years of general office support work experience or related field; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing and Other Requirements:**

Some positions in this classification may be required to possess a valid driver’s license and ability to meet the City’s driving standards.

**Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director** **Date**

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**Human Resources Director** **Date**

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**Employee** **Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*