GENERAL STATEMENT OF DUTIES: Performs varied and independent work in the administration of an office; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for planning and coordinating the daily activities of a section or division. Supervision may be exercised over a number of employees in different classifications. This employee may also be responsible for a specific function in the department on an ongoing basis. Work is performed under the supervision of a division and/or section manager.

EXAMPLES OF WORK: (Illustrative only)

- May supervise office staff in their daily duties;
- Oversees the operation of a specific section of a department;
- Coordinates all operational procedures with other sections of the department;
- Develops policies and procedures in order to ensure compliance with laws or ordinances binding on the department’s operation in that section;
- Handles complaints or requests from the public concerning information;
- Reviews legal documents for completeness and accuracy and ensures such documents are processed;
- Designs forms for use in internal systems and procedures;
- Plans and assigns work, evaluates progress, and trains subordinates;
- Prepares a wide variety of reports;
- Oversees records retention schedule for assigned operation;
- Ensures maintenance of comprehensive records both manually and electronically;
- Handles and/or directs the handling of correspondence and telephone calls, establishes policies and procedures;
- Operates a personal computer, and other related equipment in the course of the work;
- Maintains electronic files, documents and certifications etc.;
- Maintains office files (paper and electronic), calendars, correspondence, schedules, attends meetings, prepares minutes, handles all other office duties;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.
REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of modern principles and practices of business and office management to include records management; thorough knowledge of administrative principles; thorough knowledge of laws and regulations relating to departmental activities; ability to plan and to establish and administer complex procedures; ability to evaluate problems and draw valid conclusions; ability to establish and maintain effective working relationships with other departments, agencies, and the general public; ability to communicate courteously and effectively, both verbally and in writing; tact and courtesy; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years experience in business administration and completion of a standard high school course or GED certificate program and possession of a Bachelor's Degree from a college or university of recognized standing with major course work in business administration or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:
Established: 07/01/87
Revised: 03/20/89
Revised: 02/14/94
Revised: 11/01/98
Revised: 05/01/03
Revised: 12/06/21