

**CITY OF LA VISTA  
MAYOR AND CITY COUNCIL REPORT  
DECEMBER 21, 2010 AGENDA**

<b>Subject:</b>	<b>Type:</b>	<b>Submitted By:</b>
POSITION DESCRIPTION UPDATED	RESOLUTION ORDINANCE ◆ RECEIVE/FILE	RITA M. RAMIREZ ASSISTANT CITY ADMINISTRATOR

**SYNOPSIS**

The position description for the Office Manager has been updated and is attached for your review.

**FISCAL IMPACT**

N/A – No change in salary range

**RECOMMENDATION**

Approval.

**BACKGROUND**

The position of Office Manager is currently vacant and, as we do with all vacant positions, the job description has been reviewed and updated.

## POSITION DESCRIPTION CITY OF LA VISTA

**POSITION TITLE:** Office Manager

**POSITION REPORTS TO:** City Clerk

**POSITION SUPERVISES:** Secretary/Receptionist (directly) and all other front office staff in conjunction with City Hall Department Heads who serve as their direct supervisors.

### **DESCRIPTION:**

Under the direction of the City Clerk, this individual is responsible for oversight and daily management of the front office at City Hall and performs a variety of administrative and clerical duties.

### **ESSENTIAL FUNCTIONS:** (with or without reasonable accommodation)

1. Organizes and coordinates front office operations and develops work schedules to ensure maximum efficiency.
2. Assists the City Clerk in the development and implementation of office operating policies, procedures, forms and systems. Plans, develops and facilitates changes in procedures, forms and practices, work flows, personnel assignments and equipment.
3. Participates in the hiring and promotion process of front office staff, supervises the training of new employees and the ongoing training of other employees.
4. Monitors the accuracy, completeness and timeliness of work activities in the front office.
5. Calls and conducts formal staff meetings in order to exchange information and to discuss ways to make the office function more efficiently.
6. Serves as a mentor or coach to office staff, motivating them to work more effectively.
7. Identifies problems, develops solutions, determines training needs for performance improvement, initiates measures to correct misconduct or makes recommendations for formal discipline.
8. Acts as a liaison with senior management to review office performance and communicate back to office staff.
9. Assists with all aspects of City Council meeting preparation and follow-up including but not limited to packets, meeting and legal notifications, letters, reports and filing.
10. Serves as Deputy City Clerk and acts as City Clerk in his/her absence. May serve as the City Clerk's designee for Civil Service matters, as required.
11. Provides administrative support to City Clerk, including the areas of records management, purchasing and insurance maintenance.
12. Responsible for the supervision of front office staff and coordinates with appropriate Department Heads regarding input into the performance evaluation process of said staff.
13. Receives and responds to citizen inquiries via telephone or in person.
14. Prepares reports and correspondence.
15. Conducts or assists with special projects as required.
16. Performs other duties as directed or as the situation dictates.

### **ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS**

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to hear and understand voices at normal conversational levels.

**EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE**

1. Graduation from an accredited high school or GED.
2. Associate or Bachelor's degree in business or management. Job related work experience may be substituted for education.
3. Minimum of four years of increasingly responsible office supervisory and computer experience is required. Office Manager experience preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of modern office procedures, methods and equipment, including personal computer.
2. Computer skills, including basic word-processing, spreadsheet and database skills and ability to use MS Office products.
3. Good organizational skills and the ability to prioritize and handle multiple tasks.
4. Excellent interpersonal skills – team building, listening, problem solving, and empathy.
5. Ability to organize, direct and perform supervisory duties in a manner conducive to maximum performance and high morale.
6. Ability to identify problems and develop feasible solutions.
7. Conflict resolution skills.
8. Good public relations and customer service skills.
9. Basic business letter writing, report preparation and record keeping skills.
10. Basic English usage, spelling, grammar and punctuation skills.
11. Basic alphabetization and filing skills.
12. Basic mathematical skills.
13. Ability to maintain confidentiality.
14. Ability to type 65 words per minute.
15. Ability to apply common sense understanding in carrying out written and oral instructions.
16. Ability to communicate effectively, both orally and in writing.
17. Ability to work independently, prioritize work, meet deadlines, and make decisions on the basis of established policies and procedures.
18. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
19. Ability to work a varying schedule, including evenings and weekends.
20. Ability to establish and maintain effective working relations with City officials, fellow employees, patrons and the public.
21. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

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Signature

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Date