

CITY OF CHEHALIS POSITION DESCRIPTION

Class Title: **Public Works Office Manager**

Department: Public Works

FLSA Status: Non-exempt

Union Status: Represented

Updated: July, 2021

Position descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Descriptions are not intended to reflect all duties performed within the job.

NATURE OF POSITION:

The Office Manager is responsible for planning and/or performing a variety of routine and complex analytical, clerical, administrative and technical work in the Public Works Department administration. The position is responsible for the overall smooth and effective operation of administrative functions of the department by facilitating staff members in accomplishing their missions. Primary duties include organizing and coordinating office procedures, operations, and resources to create organizational efficiency and effectiveness, and directly supervising the utility billing staff.

SUPERVISION RECEIVED:

This position works under the general supervision of and reports to the Director of Public Works.

SUPERVISION EXERCISED:

Directly supervises the utility billing staff (presently the positions of Utility Billing Clerk I and II) and other staff as assigned or required. Supervision includes providing daily direction, guidance and training, delegation and scheduling utility billing staff work as required.

May train, provide direction or act as a lead worker to seasonal/temporary, community service, and volunteer workers. May exercise project related supervision over consultants or contractors as assigned or required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

Administrative:

Serves as administrative assistant to the Director of Public Works and Superintendents. Responsible for performing delegated administrative responsibilities for the department director, division superintendents and for the direction and coordination of workflow in the office.

Provides administrative assistance to the Director of Public Works in meeting management, assembling background materials and agenda preparation. Attends requested meetings including Public Works safety and weekly management meetings. Takes, compiles and distributes meeting minutes and attendance records.

Assists the department director and superintendents in meeting departmental objectives.

Responsible for the maintenance of confidential material as it pertains to the Public Works Department. Works confidentially and with discretion.

Manages, supervises and/or performs assigned operations to achieve goals with available resources; plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.

Evaluates work procedures, schedules and workflow; studies and recommends changes to or new policies and procedures to improve efficiency and effectiveness of operations.

Maintains master calendar of departmental events, including meetings, training, and special events. Informs appropriate personnel and provides for registrations as needed.

Works with staff to ensure travel and training is completed per City and departmental policies.

Maintains files per Washington State Retention Schedules.

Complete travel authorizations and assist in managing training and certifications.

Maintains Public Works project binders and assists Director and Superintendents in reviewing and compiling documentation. Assist Director in maintaining project checklists, and help review Intents, Affidavits, certified payrolls, and e-Verify documents.

Communications:

Informs staff and the general public of policies and procedures.

Assists staff in performing duties; adjusts errors and addresses complaints, including billing, adjustments, invoicing, public records requests, budgets, customer correspondence, timesheets, purchase authorizations and pins, etc.

Responds to citizen requests for services or information within the scope of authority and knowledge; and refers inquiries to appropriate departments/divisions/individuals.

Attends meetings as assigned and takes notes, compiles, and distributes minutes to attendees.

Assists in the development and preparation of reports, notices, flyers, brochures, newsletters, media releases, news articles and other informational material about projects, programs and services.

Responds to the public in a courteous, respectful manner.

Budgeting/Accounting:

Works with division superintendents on preparation and refinement of annual budgets for presentation to Director of Public Works.

Monitors revenues and expenditures to assure fiscal control and ensures assigned responsibilities are performed within budget. Reports findings to Director.

Performs cost control activities, including tracking project costs and preparing all associated reports related to emergencies, catastrophes, disasters, and capital projects.

Reviews, codes, and gains appropriate approvals on all Public Works invoices.

Makes recommendations for grant proposals, administrative policies, programs, services, budgets, ordinances, and agreements, as they pertain to the department.

Assists in grant application preparation.

Maintains proficiency in and regularly uses Eden Accounting System, Springbrook Utility Billing System, MS Windows, MS Office (including, but not limited to: MS Excel, MS Word, MS PowerPoint, MS Outlook) and Adobe Acrobat.

Reviews and approves changes to accounts receivable for Public Works-related billings.

Performs advanced arithmetic computations, detailed analytical and statistical work, and data entry functions accurately and with little to no assistance.

General:

Works with coworkers or independently, often with limited supervision. Maintains productivity and self motivation in accomplishing assigned tasks and duties.

Maintains an impartial attitude in establishing and maintaining effective working relationships with other city departments and divisions, supervisors, co-workers, employees, and the public.

Follows established procedures and meets adopted standards.

Responsible for office supply orders.

OTHER DUTIES:

May assist with interviewing job applicants for positions throughout the city.

May be required to work weekends and before or after normal working hours over the normal 40-hour week.

Limited amounts of travel may be required including to meetings, training, conferences, and/or seminars.

And such other related tasks, duties and responsibilities as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

Graduation from an accredited high school or GED equivalent.

College level course work in accounting, business administration, finance, or closely related field.

Five years of progressively responsible experience in office and administrative work.

Minimum of one year of progressively responsible supervisory experience.

In place of the above requirements, any combination of education and experience that provides the applicant with the required knowledge, skills and abilities to perform the job may be considered as qualifying.

Licenses, Certifications and Other Requirements:

Must possess a valid Washington State Drivers License with good driving record. Out of state applicants must possess valid license for state of residence and must obtain valid Washington State Drivers License within 30 days of appointment.

Must successfully satisfy a background investigation.

Must be bondable.

Knowledge Of:

Intermediate to advanced use of MS Windows, MS Office (including, but not limited to: MS Excel, MS Word, MS PowerPoint, MS Outlook), and Adobe Acrobat.

Familiarity with Springbrook Utility Billing system or similar utility billing system.

Fundamentals of accounting.

Skilled In:

Operation and use of typical office equipment including copiers, personal computers, printers, stuffers, etc.

Ability To:

Deal tactfully and courteously with the general public and maintain composure in difficult and/or stressful situations and maintain a non-judgmental attitude towards others.

Effectively communicate verbally and in writing in English, and to understand, follow and transmit written and oral instructions.

Read, comprehend and write the English language.

Perform advanced arithmetic computations and data entry functions accurately.

Work confidentially and with discretion.

Work as needed with little to no assistance and/or supervision.

Perform the physical demands and essential duties and responsibilities described.

Desired Skills and Abilities:

Bachelor's degree or equivalent in accounting, finance, business administration, public administration, or related field.

Understanding of permitting concepts related to public works, formal training a plus.

Knowledge of the Eden Accounting system and advanced knowledge of the Springbrook Utility Billing system.

Familiarity with the BARS accounting system.

MACHINES, TOOLS AND EQUIPMENT USED IN PERFORMING ESSENTIAL JOB FUNCTIONS:

The machines, tools and equipment described here are representative of, but not limited to, those that may be used by an employee to successfully perform the essential functions of the job.

Personal computer, telephone, typewriter, base radio, fax and copy machine, 10-key calculator and cash register.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly required to: Sit or stand in a stationary position for an unspecified duration, perform repetitive movements/motion in job-related tasks, move around in a typical office and shop setting, operate under their own power typical office equipment and supplies, climb ladders and stairs, stoop, bend, kneel, crouch or crawl as necessary for various job-related tasks, communicate verbally with others.

Requires normal ability to read and visually process information - specific vision abilities include close, distance, color and peripheral vision, depth perception, and the ability to adjust focus.

The employee must regularly perform Medium Work – lifting and/or exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed almost exclusively at the Public Works Department in an office and shop environment but may occasionally take place at other facilities and locations. The noise level is generally that expected in a typical office/shop environment. The employee is routinely exposed to household cleaning supplies and/or basic office supplies (eg., copy machine toner), loud noises, vibrations, electrical, chemical, and mechanical hazards, extremes in temperature, and potentially caustic chemicals and gases.

The duties and responsibilities listed above are intended to be illustrative only of the type of work performed. The omission of other specific duties does not exclude them from the requirements of the position if they are similar, related, or logical assignments to the position.

The position description does not constitute an employment agreement between the City and the employee and is subject to change by the City as its needs and the requirements of the job change.