

**STATE OF OHIO (DAS)**

CLASSIFICATION

SPECIFICATION

**CLASSIFICATION SERIES:**

Office Manager

**SERIES NO.:**

1682

**MAJOR AGENCIES:**

All Agencies

**EFFECTIVE DATE:****SERIES PURPOSE:**

The purpose of the office manager occupation is to provide second line supervision in an office &/or in community that includes a wide variety of clerical positions or, in Rehabilitation Services Commission, to supervise assigned staff & perform administrative & operational functions including budget preparation & monitoring & serving as housing liaison within geographical area to provide effective program delivery.

This class does not include positions where the primary function consists of supervising lower-level clerical or word processing positions (see Clerical Supervisor or Word Processing Supervisor 1).

**CLASS TITLE:**

Office Manager

**CLASS NUMBER:**

16821

**EFFECTIVE DATE:**

07/26/1998

**CLASS CONCEPT:**

The full performance level class works under direction & requires considerable knowledge of supervisory principles/techniques, office procedures & administrative practices in order to supervise lower-level secretarial &/or clerical supervisors & oversee operations of unit or, in Rehabilitation Services Commission, to supervise assigned staff & perform administrative & operational functions including budget preparation & monitoring & serving as housing liaison within geographical area to provide effective program delivery.

<b>CLASS TITLE:</b> Office Manager	<b>CLASS NUMBER:</b> 16821	<b>BARGAINING UNIT:</b> EX
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**EFFECTIVE DATE:**  
07/26/1998

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises lower-level secretarial supervisors &/or clerical supervisors (e.g., develops routine procedures for clerical function of work unit; prioritizes, organizes & monitors work flow; trains staff in office procedures; makes changes in work assignments according to fluctuating needs; interviews, hires & evaluates performance of staff),

OR

in Rehabilitation Services Commission, supervises assigned staff (e.g., completes performance evaluations for word processing specialists & clerical support staff; recommends disciplinary action when needed; enforces work rules & agency policies & procedures; approves leave, travel &/or training requests; recommends overtime approval), evaluates & directs all activities of office as related to clerical functions (e.g., determines work priorities; assigns staff to address priorities; develops mechanisms to assure work products are completed in timely manner), assists in planning & preparation of budget[s] for office[s] & implements, monitors & analyzes case service & administrative budget reports to insure fiscal accountability; serves as housing liaison & monitors landlord compliance with terms of office leases; addresses heating & air conditioning problems; notifies landlord of problems; assists in location of new office space & coordinates moves performs administrative & operational functions within geographical area to provide effective program delivery (e.g., provides training & support on ongoing basis for computerized case service delivery system; directs office work flow; reviews & responds to consumer & vendor complaints during absence of rehabilitation supervisor; approves leave requests & travel expenditures for vocational rehabilitation counselors during absence of vocational rehabilitation supervisors; trains new support staff assigned to office &/or area offices; provides basic technical support on personal computers for counseling staff; develops word processing/data processing functions & programs for use within office & area; interprets & implements policies & procedures for office personnel; conducts & attends staff & administrative meetings & training conferences).

Performs administrative tasks (e.g., coordinates & finalizes plans for conferences &/or group travel; completes fiscal reports; directs inquiries &/or directions &/or assignments among office management & staff members; responds to potentially sensitive staff office inquiries; assists with development of office policy; attends meetings in absence of supervisor; composes correspondence; serves as liaison between staff & managerial personnel; oversees maintenance needs of facility &/or office equipment; approves & directs procurement, stocking, inventory control & distribution of forms, supplies & equipment; compiles & prepares applicable reports/records to include computer query reports to comply with various regulatory mandates/agency policies & procedures; coordinates & recommends purchase & maintenance of equipment, materials & supplies & insures compliance with purchasing guidelines to include preparing purchase order requests & completing vendor credit applications for consumer purchases; follows up on purchase requests & resolves billing problems; approves administrative billings for purchase payments; purchases & monitors all service agreements).

Performs clerical tasks (e.g., opens, logs & distributes mail; answers inquiries; maintains files & retrieves information).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques; departmental/agency regulations, policies & procedures\*; office practices & procedures. Ability to deal with complex variables in common situation; gather information on data, people & things; write business letters & evaluations; conduct routine interviews; write meaningful, concise & accurate reports; assess questions & provide appropriate information or referral; establishes friendly atmosphere as supervisor of unit.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

3 yrs. trg. or 3 yrs. exp. in office practices & procedures; 9 mos. trg. or 9 mos. exp. in supervisory principles/techniques; 3 mos. trg. or 3 mos. exp. in interviewing.

-Or 6 mos. as Clerical Supervisor, 12115.

-Or 6 mos. as a Word Processing Supervisor 1, 12615.

-Or 6 mos. as a Supervisory Secretary, 12555.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.