

ADMINISTRATIVE OFFICE MANAGER
Salary Range: \$28,802 - \$44,643

General Statement of Duties

Performs difficult skilled administrative support work providing administrative support to the County Manager, receiving and processing incoming calls and visitors, preparing and maintaining detailed and/or confidential records and files and preparing reports.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Distinguishing Features of the Class

An employee in this class performs routing administrative and record keeping duties. Work includes filing, answering the telephone, securing information and routing calls to appropriate personnel, routine typing or data entry work, customer service and collection of some fees. Work also includes sorting and distributing mail, copying and faxing information for the office and assisting other users with the office equipment. The employee is expected to have a general understanding of County government and its services to respond to routine inquiries or refer non-routine inquiries to appropriate personnel. Work includes the use of a computer for data entry. The employee may handle confidential information and is expected to handle it appropriately. Work requires no exposure to environmental elements. Work is performed under the limited supervision of the County Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Acts as receptionist; greets visitors; directs visitors to appropriate party.

Answers telephone and secures information from a wide variety of individuals who contact the County Manager's Office; provides routine answers and information based on the type of request; takes messages; refers non-routine calls to appropriate personnel to respond to requests.

Enters a variety of data into computer; verifies statistical and other records for accuracy and completeness; enters and retrieves sensitive and restricted information into computer system.

Inputs data and information into the computer such as purchase order requests and information on Board and Commission membership; matches purchase orders with budget reports.

Schedules the use of the glass conference room and Commissioners meeting room.

Prepares a variety of documents including correspondence, forms, reports, purchase orders, requisitions, and related documents, etc., where a knowledge of format and presentation is necessary; distributes documents as appropriate.

Maintains and updates County Minute and Ordinance Book when new sheets are received. Reviews and verifies records and reports to ensure that information is included and correct. Compiles information using standardized logs or forms.

Administrative Office Manager

Prepares and maintains a variety of office files, accounts and other records; prepares statistical and financial reports; assists with processing budget information.
Collects payments for beer and wine licenses; issues receipts; prepares and mails licenses.
Operates a variety of standard office and computer equipment.
Processes travel reimbursements for the County Manager and Board of Commissioners.
Maintains inventories and orders supplies.
Receives, sorts, processes and distributes incoming and outgoing mail.
Assists the Veterans Service Office, Human Resources Department, and Register of Deed's Office as needed.

Additional Job Duties

Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

General knowledge of County and department policies and procedures.
General knowledge of standard office practices, procedures and administrative support techniques.
Thorough knowledge of business English, grammar, spelling, and vocabulary and arithmetic.
General knowledge in preparing reports and other types of correspondence.
General knowledge in the use of standard office equipment and associated software.
Some knowledge of County government, the departments, and services offered.
Ability to communicate effectively in oral and written form.
Ability to be tactful and courteous.
Ability to follow oral and written instructions.
Ability to type accurately at a reasonable rate of speed.
Ability to keep office records and to prepare accurate reports from file sources.
Ability to compile routine information.
Ability to make arithmetic computations.
Ability to prepare effective correspondence on routine matters and to perform office management details without referral to supervisor.
Ability to read, understand and interpret difficult materials with complicated information that may contain excerpts from regulatory and/or legal documents.
Ability to establish and maintain effective working relationships with supervisors, coworkers, County officials and the general public.

Physical Requirements

Must be able to physically perform the basic life support functions of sitting, reaching, standing, walking, pulling, pushing, lifting, fingering, grasping, seeing, talking, hearing, and repetitive motions.
Must be able to perform sedentary work exerting up to 10 pounds of force occasionally to move objects.
Work requires preparing and analyzing written or computer data.

Desirable Education and Experience

Graduation from high school and moderate experience in administrative support and office operations, or an equivalent combination of education and experience.

Special Requirements

Obtain NC Notary Public license within six months of hire.

Administrative Office Manager

Possession of a valid North Carolina driver's license.