San Juan County

Position Description

Position Title: Office Manager/Com. Dev. & Planning
Date: January 7, 2010

Reports to: Director/Chief Building Official

Department: Community Development & Planning

FLSA Status: Exempt
Positions Supervised: Department Assistants

BASIC FUNCTION:
Manages the administrative support functions for the department, including information management systems. Schedules and supervises the Administrative personnel in the performance of their duties, ensuring the highest standard of work quality and customer service. Work is performed independently under the Director/Chief Building Official’s general direction. As a public employee, acts within the scope of responsibilities with courtesy and professionalism while adhering to the highest standard of ethics in accordance with RCW 42.52.

MINIMUM QUALIFICATIONS: Associates arts degree in business administration or related field and a minimum of four years of professional administrative work experience, at least one of which is at a supervisory/administrative level, OR any combination of education and experience which demonstrates the ability to perform the essential functions of the job. This position requires:

• exceptional administrative and organizational skills;
• prior staff management experience in a customer-service related environment;
• experience organizing and maintaining paper and computer files and storage,
• proficiency in using computer software programs including word processing, spreadsheets, desktop publishing, and ability to master the specialized software systems used by the County;
• meticulous attention to detail and adherence to time constraints;
• ability to multi-task and manage priorities in orchestrating a complex flow of work.
• a working knowledge of accounting principles;
• excellent written and verbal communication skills;
• ability to work in a stressful environment with a calm demeanor;
• independent judgment, discretion, and confidentiality in dealing with staff and members of the public;
• Valid Washington State driver’s license, and notary public license within 6 months of hire.

Classification: Office Manager
Pay Range: S-2
Bargaining Unit: Unrepresented – At Will
PRINCIPAL DUTIES - Asterisk designates essential function:

*1. General Office Support
   - Manages the administrative support functions of the CD&P office.
   - Manages and assists Department Assistants in their work providing support to the department staff and citizens seeking services from the department.
   - This support includes:
     - Greeting the public in person and on the phone in a pleasant professional and courteous manner, despite occasional stressful or difficult situations;
     - Ascertaining customer need and assisting, or directing to proper staff;
     - Collecting monies for applications and permits issued and products sold, making change and issuing receipts;
     - Taking and conveying messages from answering machines; producing letters, documents and forms as needed and providing proof reading and editorial support.
   - Coordinates the purchase, repair, and maintenance of office machinery and equipment and maintains inventory records on all equipment.
   - Coordinates the ordering of office supplies and resource materials.
   - Evaluates office efficiency and develops Standard Operating Procedures and forms.

*2. Manage Office Filing Systems
   Under the direction of the Director/Chief Building Official and Lead Planning Coordinator, implements and maintains an electronic and paper parcel-based file system for land use work, and subject-based system for long-range planning.

*3. Manage Office Information Systems
   - Manages and evaluates various office technologies, equipment, and systems, including computer equipment and software for permit processing and tracking and for records retention and retrieval.
   - Coordinates technical support services and either delivers or arranges for staff training for office technologies, equipment, and systems.
   - Updates and maintains postings to the Community Development and Planning’s website.
   - Coordinates the ordering of office supplies and resource materials.

*4. Support of Budgeting and Financial Management Functions
   - Assists in preparing budget reports and spreadsheets of financial related information. Prepares fiscal accountability reports for a variety of government grants sources as well as the County Auditor.
   - Supervises the compilation of data for grant billing and reporting. Supervises the receipting, coding, and processing of permit applications.
   - Codes and enters bills for payment and submittal to the Auditor’s office. Processes refunds for application and permit fees when necessary
   - Prepares transmittals to Treasurer’s office for revenues collected.
5. Manage Support Staff
   - Assigns, supervises, trains, and evaluates the work of the Departmental Assistants, including performance evaluations.
   - Schedules work, determines priorities and oversees the general work accomplishments.
   - Coaches when required to improve productivity and performance.

6. Supervise Support of Citizen Advisory Committees, Planning Commission, and Hearing Examiner
   Ensures the formatting, copying and distributing of agendas and staff reports; tape recording and taking minutes of meetings, keeping written records of actions, organizing and maintaining meeting and hearing records; distributing findings and decisions pertinent to those meetings, and making travel and meeting room arrangements.

7. Establishes and maintains effective working relationships with other county employees and cooperating agencies and organizations.

8. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

9. Acts as a notary public when necessary.

10. Performs other related duties as assigned.

PHYSICAL AND MENTAL REQUIREMENTS: Requires frequent sitting, standing and occasional walking. The employee is occasionally required to lift objects weighing up to 10 pounds and must infrequently lift more than 20 pounds or carry objects with both hands and arms. This position frequently requires continuous hand and finger movement. This position frequently requires visual acuity at 20 inches or less and frequently requires hearing acuity for speech discrimination. The employee must be able to talk and to receive and understand written and oral communication as well as give written and oral instruction. Requires the ability to multi-task. The position requires the ability to calculate mathematical equations/fractions.

EQUIPMENT REQUIREMENTS:

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>3</td>
<td>Daily X</td>
</tr>
<tr>
<td>Telephone / Fax</td>
<td>2</td>
<td>Weekly X</td>
</tr>
<tr>
<td>Copy machine</td>
<td>.5</td>
<td>Monthly X</td>
</tr>
<tr>
<td>Calculator</td>
<td>.5</td>
<td></td>
</tr>
<tr>
<td>Answering Machine</td>
<td>.5</td>
<td></td>
</tr>
</tbody>
</table>

WORKING CONDITIONS: Normal office situation. Occasionally requires driving.