

COUNTY OF SOLANO

CLERICAL OPERATIONS MANAGER

DEFINITION

Plans, organizes, and supervises centralized clerical support operations and coordinates various support activities within a major department; serves as a member of the department's management/supervisory team.

CLASS CHARACTERISTICS

This class is characterized by the responsibility to coordinate and, as needed, participate in several clerical functions that organizationally best lend themselves to centralization. This class is distinguished from other supervisory clerical classes by a broader spectrum of supervisory responsibility; the variety of functions coordinated directly and/or through subordinate supervisory and lead positions; and general office management responsibilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management or department director level staff.

Exercises supervision over clerical, administrative support and/or supervisory staff.

EXAMPLES OF DUTIES –*Duties may include but are not limited to the following:*

Plans and organizes clerical support operations by reviewing procedures, practices and work methods to increase effectiveness and efficiency of operations; coordinates the flow of work performed in support of several functional units by providing central authority, and dissemination of information as well as determining proper assignment of functional responsibilities and in the absence of subordinate supervisors, the assignment of individual duties.

Directs or participates in administrative studies or management projects.

Implements safety and security procedures and policies; works with Risk Management to ensure compliance with requirements.

Maintains a file management system within guidelines and laws regarding records retention.

Coordinates all facility maintenance and equipment installation; negotiates with building owner regarding issues; interprets contract terms and monitors compliance of vendors and service providers.

Performs general and specialized clerical duties as assigned types a variety of documents ranging from routine correspondence to complex reports and specialized documents; compiles workload statistics and prepares routine financial, statistical and program performance reports.

Participates in budget preparation and administration for assigned area; prepares cost estimates for budget recommendations; monitors and controls expenditures.

Participates in or conducts the employee selection process; evaluates the work of immediate subordinates by establishing measurable performance standards and utilizing efficiency and effectiveness observations; provides feedback to employees on areas needing improvement; provides prepares and discusses specific work improvement plans; acts on employee problems; provides recommendations or implements discipline or discharge procedures, as necessary.

Ensures complete and ongoing training by evaluating training needs, identifying sources and planning, preparing and conducting training sessions; evaluates and monitors learning as applied to the job.

Acts as liaison to other departments and agencies regarding work standards, employee selection, payroll, data processing, purchasing and budget expenditures.

Serves as departmental resource on general and specialized clerical procedures and activities; assists managers and other clerical coordinators in organizing and evaluating work processes and procedures for effectiveness and efficiency; participates in the process of automating manual systems by providing technical assistance.

Coordinates the preparation and implementation of departmental procedures, guides, position descriptions, desk reference manuals and other resource materials; may prepare annual reports and other public relations documents on services and activities.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Thorough knowledge of office methods and practices.

Public contact techniques.

Principles and practices applicable to specific assignment (e.g., public administration, applicable regulations, budgeting and financial monitoring, staffing, automation, etc.).

Considerable knowledge of English usage, spelling, grammar and punctuation.

Letter and report writing.

County operations and programs, organization, policies and procedures.

Staffing analysis techniques; work measurement and review techniques.

Skill to:

Operate office equipment including a personal computer, copy and fax machines and printers.

Ability to:

Supervise difficult clerical and administrative tasks.

Explain and apply policies, procedures and processes.

Evaluate and resolve unusual situations using County policy and procedures.

Perform mathematical and statistical calculations.

Assist in work automation projects.

Collects and analyze data to establish needs and evaluate program effectiveness.

Prepare budgets, narrative and statistical reports.

Maintain records and document actions taken.

Organize and prioritize work assignments.

Research regulations, procedures and technical reference materials.

Interpret political and administrative direction.

EXPERIENCE AND EDUCATION/TRAINING

Experience:

Three years of general office experience that included lead responsibility for a large, routine or small complex work unit with experience in supervision and technical operations, budgeting, purchasing, payroll and inventory control.

Education/Training:

15 semester units from an accredited college in business administration, supervising, business management, or a related field.

SUPPLEMENTAL INFORMATION

Candidates for positions in this class may be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a limited risk of minor injury or illness.

Director of Human Resources

Revised Date: February 2003

Revised Date: May 22, 2003

BOS Date: June 30, 2003

I:\Classification\Class Specs\ParaProf specs\Clerical Operations Manager.doc