

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Sr. Office Manager	<b><u>CLASS NUMBER:</u></b> 10205	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job & Family Services - Northland	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N12	<b><u>POSITION CONTROL #:</u></b> 100520
<b><u>POSITION LOCATION:</u></b> 1721 Northland Park Ave, Columbus, OH 43229	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Deputy Director, Comm (100500)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Storekeeper Supervisor (100530)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Sr. Office Manager classification is to supervise assigned staff to ensure that customer concerns are addressed via telephone; maintain statistical reports of performance; conduct interviewing and performance evaluations; prepare training and train employees; and update messaging and tracking system.

**JOB DUTIES:**

Develop and implementing routine procedures and workflow for the mailroom/supply area and closed files. Provide direct supervision to assigned staff. Assign work, monitor activities, review work, train and evaluate staff, and take all corrective and/or remedial steps required to ensure the effective operations of the units. Make recommendations on hiring, selection, suspending, terminating, and rewarding employees. Provide new employee and ongoing worker training to maintain unit effectiveness. Initiate and reevaluate unit policies and procedures. Communicate with staff to clarify and interpret rules and regulations. Conduct individual conferences and unit meetings on a regular basis to convey information regarding operations and/or performance. Identify problems and determines solutions.

Provide information to questions from staff, general public, and/or outside agencies. Act as the agency liaison with public facilities management, related to all facility issues. Organize, plan, attend, and/or conducts meetings. Meet with vendors and contract providers of services as related to agency facilities. Inspect building, equipment and grounds to ensure maintenance and compliance with state and local regulations. Approve timesheets, leave forms, and requests. Investigate problems situations. Determine resources necessary to accomplish unit objectives. Conduct new hire interviews and make hiring recommendations. Provide initial and ongoing training for assigned staff. Administer progressive discipline including letters of reprimands and recommendations of suspensions and/or removals. Prepare departmental reports and other statistical data as needed. Maintain unit logs. Authorize and maintains supplies for assigned area. Act as agency's prime relocation coordinator, coordinating inter office moves, as directed. Maintain all reports, inventories, and records of all areas of responsibility. Participate in internal and external committees as assigned. Answer informational complaints and inquiries from customers, other public agencies, employees, general public, and community agencies. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of management; supervision; office management; agency policy and procedures. Skill in word processing; operation equipment. Ability to define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; gather, collate and classify information about data or things; establish friendly atmosphere as supervisor of work unit; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Associate's degree in Business Administration or related field with three (3) years office administration or clerical experience.

**Additional Requirements**

Must meet background check requirements.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, and to act on employee problems.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date