

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Senior Office Manager
Unit: Supervisory and Professional

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Job Code: D1239
Original Date: 08/2000
Last Revision: 11/2016
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 08

DEFINITION

Under direction of an assigned manager at a Continuing Education campus, relieve the administrator(s) of routine administrative duties and provide campus coordination of daily campus operations and services related to public information, accounting, payroll/personnel, facilities, and telephony, and supervision of staff, work schedules, and instructional and student services support.

DISTINGUISHING CHARACTERISTICS

The class of Senior Office Manager routinely provides campus coordination and supervision of daily operations and services with less emphasis on secretarial duties and more involvement with staff supervision, office management, and public relations and information. Authority to make commitments and take responsibility for such decisions, as well as delegation of the more standard administrative duties, characterize this level of administrative support staff. This class requires a substantial amount of tact, independence, judgment, initiative, and coordination.

EXAMPLE OF DUTIES

1. Oversee the administration of campus functions. Direct and monitor the daily office operations, including but not limited to public information, student services and instructional support, business services and general accounting, schedule preparation, attendance/timekeeping and personnel/payroll; schedule installation, maintenance, and repair of equipment.
2. Supervise and train assigned staff; evaluate and document performance of classified staff; recommend disciplinary action when necessary. Establish standards of work performance; organize, schedule, assign, and review work; provide work direction and technical guidance for campus staff and ensure adequate coverage adjusting for absences and timely work flow. Interview and recommend the hiring of clerical personnel.
3. Serve as liaison between the campus administrator(s) and management and other District staff, the general public, business and industry, legislators, and other outside sources. Develop, promote, and maintain effective communication, positive working relationships, and public relations with community groups, legislators, and representatives of the media as appropriate and all levels of contacts in transactions related to the assigned campus. Exercise considerable judgment in the answering of inquiries, scheduling meetings, conveying information, resolving problems, and directing people to proper person or department for resolution of issues.
4. Develop and recommend procedures related to campus human resources activities. Develop campus forms and orientation for payroll functions, hiring process, instructor substitute tracking, class-pre-registration, and general office operations. Disseminate information and interpret District and program policies and procedures for staff, students, and the public.
5. Provide administrative support in special projects; perform special studies and coordinate special projects as requested; prepare special reports and other materials as directed. Conduct research and compile data and other information.
6. Serve as confidential secretary to the campus administrator, performing a wide variety of difficult and complex administrative and secretarial duties and operational duties requiring careful coordination and administration, while relieving the campus administrator of routine administrative details. Discuss and review calendar and events daily with campus manager/administrator to assure timely and appropriate coordination of office activities. Arrange travel and reservations for staff members for meetings and conferences.

7. Operate computers and business-related software, including word processing, spreadsheets, and databases to prepare a variety of correspondence, reports, and other materials. Supervise staff computer files and protocol.
8. Provide clerical and technical support to supervisor and campus or department; perform or advise on the more responsible clerical and technical work. Independently design, develop, prepare, produce, input, assemble, and distribute agendas, correspondence, reports, manuals, and in-service information presentations; review and proof documents and records for accuracy, completeness, and conformance to applicable rules and regulations.
9. Establish and maintain complex, interrelated filing systems; maintain payroll and personnel records for academic and/or classified staff; maintain special confidential correspondence and personnel and administrative files.
10. Assist with budget development and preparation and monitor program/campus budgets; recommend budget revision and expenditures for office personnel or administrative services operations, capital outlay, and office supplies. Review periodic budget reports to compare actuals against forecasts; provide explanation of variances and make budgetary transfers as necessary.
11. Screen, greet, and direct visitors, faculty, and staff; screen telephone calls; provide information and/or refer to appropriate staff member; resolve complaints and sensitive issues with students, staff, and the public; refer to administrator as necessary.
12. Order and maintain office supplies and equipment; maintain inventory records of supplies and equipment. Maintain control of keys to campus facilities; issue keys and security codes to authorized personnel; collect keys as necessary to maintain security of facilities. Approve designated administrative purchases; monitor and authorize budgets and office expenditures; process payments for purchases and contracts; monitor and maintain foundation, trust and contingency accounts.
13. May represent department on District committees; provide in-service training area of specialty. Serve on District committees related to area of function.
14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Analytical and statistical principles.
- Applicable sections of California Education Code.
- Basic accounting/bookkeeping.
- Basic principles and procedures of operating a variety of computer systems and software.
- Community College organization, operations, policies, terminology, rules, programs, and objectives.
- Computer information systems concepts, operations, capabilities, and application; budget implementation; personnel and financial management.
- Computer applications, including word processing, spreadsheets, and databases.
- District collective bargaining contracts.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, diplomacy, and courtesy.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Office management.
- Operation, procedures, and precedents of the campus to which assigned.
- Oral and written communications skills.

Principles and practices of administration, supervision, and training.
Principles, practices, terminology, and organization structure used in accounting and financial work pertaining to community college fiscal procedures governing the fiscal requirements of community college districts.
Procedures and practices used in budget analysis, preparation, and maintenance.
Record keeping techniques.
Technical aspects of field of specialty.

Skills and Abilities:

Access and extract information from the District's computer information systems.
Analyze situations accurately and adopt an effective course of action.
Basic accounting/bookkeeping skills.
Communicate effectively both orally and in writing.
Compile data for statistical and narrative reports and develop summary conclusions and recommendations.
Compose difficult correspondence and reports independently.
Conduct studies and analyze data.
Coordinate special events.
Deal with constant interruptions.
Establish and maintain effective working relationships with others.
Independently monitor grants, categorical programs, and other restrictive revenue activities.
Interpret and apply laws, rules, policies, and procedures relating to the work of the department to which assigned.
Maintain composure during stressful and urgent situations.
Make basic arithmetic computations quickly and accurately.
Meet schedules and time lines.
Operate a computer and business related software, including word processing, spreadsheets, databases, and web applications.
Operate a variety of standard office equipment.
Perform difficult and complex secretarial and clerical work.
Plan and organize work.
Prepare and maintain complex records, interrelated files, and budget documents.
Train, supervise, evaluate, and provide work direction and guidance to others.
Type/keyboard at 65 words per minute.
Understand and follow oral and written directions.
Work confidentially with discretion.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: graduation from high school and five years of increasingly responsible office management experience, including at least two years in an educational setting with a minimum of one year of supervisory experience.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.