

## OFFICE SERVICES COORDINATOR

### FUNCTION OF THE JOB

Under direction, to manage the operation of the office; to provide supervision and direction to support and/or supervisory staff; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Selects, assigns, supervises, and evaluates staff and handles any personnel concerns.
2. Plans, organizes, distributes work, trains, and instructs employees in departmental business processes, procedures, and office computer automation; and reviews for accuracy and completeness the work of employees performing clerical and financial support duties.
3. Develops, implements, evaluates, and updates office policies and procedures to improve the efficiency and effectiveness of department services.
4. May be responsible for the preparation of payroll for the department, including the record keeping of time-off usage and maintaining other personnel related activities and complex office record-keeping systems.
5. Provides direct administrative support for the department director.
6. Coordinates departmental efforts and may participate as team member or represent the department on projects such as business continuity, automation, strategic planning, records management, corporate compliance, and other initiatives.
7. Acts as a liaison between divisions of department for coordination and communication of updates to policies and procedures, departmental projects/initiatives, and department activities and business processes.
8. Establishes and maintains office files, retention schedules, information and updates, department libraries, which may involve utilizing automation and electronic methods.
9. May coordinate the resolution and servicing of office automation system and tool problems, computer equipment purchasing and installation, software management and related staff training, and maintaining the computer equipment and other office supplies.
10. May coordinate and process human resources transactions in the County's HRIS system.
11. May coordinate and assist with the processing of departmental open records requests.
12. Coordinates the preparation and submission of requisitions, invoices, and purchase orders, and reports variances in expenditures for corrective action.
13. May formulate and draft agendas for board and commission meetings, take and prepare minutes of meetings, and provide follow-up action.
14. Schedules and coordinates calendars, interviews, appointments, speaking engagements, meetings, conferences, and makes travel arrangements when necessary.
15. Acts as a liaison between the department, other County departments, the State, and the general public.
16. Addresses or channels inquiries and complaints from the public.
17. May prepare the department budget, including making projections for salary, benefits, revenues, and expenditures and recommending new purchases; and may monitor the execution of the operating budget and prepare periodic budget reports.
18. Prepares highly sensitive and confidential documents and data and composes and prepares correspondence as required.
19. Coordinates the preparation of any large department mailings including newsletters, invitations, or manuals
20. Analyzes and maintains grant budgets according to policies and provisions of the County and the grantors.
21. Establishes and maintains effective working relations with staff, elected officials, the legal community, and other County employees, and the general public.
22. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Thorough knowledge of business English, spelling, grammar, correspondence formats, and basic mathematics.
2. Thorough knowledge of modern office practices, procedures, and equipment.
3. Comprehensive knowledge of administrative and supervisory principles and practices.
4. Considerable knowledge of departmental programs, operations, and policies.
5. Considerable knowledge of records keeping and bookkeeping principles and practices.
6. Considerable knowledge of modern fiscal management practices, procedures, and methods including accounting principles and practices.
7. Considerable knowledge of research methods, practices, and sources of information.
8. Working knowledge of the capabilities, uses, and requirements of computers, hardware, and software applications. (Word processing and financial management)
9. Working knowledge of computerized department program software, Internet access, and database and spreadsheet and word processing programs.
10. Ability to supervise and evaluate the work of others.
11. Ability to utilize work processing, database, and spreadsheet programs.
12. Ability to carry out special and general assignments requiring organization of materials and development of procedures without direct supervision.
13. Ability to initiate, interpret, and implement administrative and operational procedures and to evaluate their effectiveness.
14. Ability to make decisions in accordance with rules, regulations, and County policy.
15. Ability to communicate both orally and in writing and to exercise judgment and discretion in the application and interpretation of policies and regulations.
16. Ability to establish and maintain effective public and working relations with staff, elected officials, the legal community, and other County employees, and the general public.
17. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
18. Ability to adapt to rapidly changing priorities and deadlines.
19. Ability to operate a keyboard at a speed of at least 50 net words per minute.
20. Ability to operate modern office equipment.

### Training and Experience

1. High School Diploma or GED.
2. Five years of office work experience, two years of which were at a responsible level (Senior Administrative Specialist).
3. Recognized post high school training in business, office administration or a closely related field, may be substituted for the required experience on a year-to-year basis to a maximum of two years.