



OFFICE MANAGER

FIRE-RESCUE DEPARTMENT

GRADE 16

CHARACTERISTICS OF THE CLASS:

Under direction of the Fire Chief, performs advanced clerical and diverse administrative work for the Pembroke Pines Fire Rescue Department administration staff. Excellent computer skills and ability to communicate effectively both orally and in writing are crucial to this position. Duties include a wide variety of specialized administrative support tasks as well as public contact work. The ability to direct and supervise up to ten (10) clerical support staff in a manner conducive to full performance and high morale is a must.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Composes, edits, and prepares correspondence, reports, personnel evaluations and other departmental documents.
- Operates a computer, printer, scanner, photocopier, calculator, or facsimile machine.
- Prepares payroll for FCS employees; coordinates vacation and sick time usage for clerical staff.
- Designs and maintains specialized filing systems; maintains appointment calendar; coordinates special projects as directed by superior.
- Responds to telephone/in-person inquiries; greets the public and city officials; answers various inquiries personally; provides information on departmental services and functions; assists staff with customer complaints.
- Researches, collects and compiles data for administrative reports, agendas, bulletins, questionnaires, agreements, plans, and documents.
- Supervises, assists, trains and directs clerical personnel; schedules and reviews the work assignments of department clerical staff.
- Develops and revises office procedures; recommends hiring, discipline, and promotion actions; coordinates staff sick leave and vacations.
- Acts as liaison between the Department's superior and subordinates, and the general public.

NOTE:

The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

High School Diploma or GED; supplemented by five (5) years of progressively responsible departmental work experience, including one (1) year at a supervisory level, plus college level course work in business or public administration; or an equivalent combination of training and experience. Experience must include the use of computers and standard software applications such as Word and Excel. Requires excellent keyboard skills as directed by departmental need.

B. Knowledge, Abilities and Skills:

- Knowledge of modern office terminology, methods, practices and procedures.
- Knowledge of modern information systems, spreadsheets, database management and software.
- Knowledge of departmental and municipal rules, regulations, policies, and procedures.
- Knowledge of modern management practices and principles.
- Ability to understand and follow complex oral and written instructions.
- Ability to establish and maintain effective working relationships with fellow employees, superiors, subordinates, city officials and the general public.
- Ability to make complex decisions and interpretations in accordance with established rules, policies, and procedures.
- Ability to direct and supervise a group of subordinates in a manner conducive to full performance and high morale.
- Ability to communicate information tactfully and impartially.
- Skill in the operation of modern office equipment.

C. Physical Demands/Work Environment:

Tasks involve the ability to exert light to moderate physical effort in sedentary to light work, at times involving some type of bending, kneeling, crouching, standing, carrying, pushing and/or pulling of objects and materials of light to moderate weight (5-20 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.