



**Job Title: OFFICE MANAGER**

**Department /Office:** Department of Health and Human Services

**Reports to Whom (title):** Department Director

**Salary / Hourly Range:** 32

**Job Classification Code:** 8810

**Level of Background Check:** 1B

**Status:** NON-EXEMPT; Full-time, Part-time, Temporary

**Driving Required:** No

**Created:** 01/14/2014

**INTRODUCTION**

This position is responsible for efficient full-range, secretarial and administrative work of moderate difficulty and complexity requiring applications in supervision, management, exercise of independent judgment and decision making abilities.

**KEY DUTIES AND RESPONSIBILITIES:**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Monitors office operations, functional activities and special projects; receives, analyzes and assigns to appropriate staff; keeps supervisor abreast of details affecting office management decisions; demonstrates continuous effort to improve operations, streamline work processes, work cooperatively & jointly with others to provide quality seamless customer service.
2. Coordinates and attends office/project meetings; prepares packets; conducts and gathers pertinent information from research activities; follows-up on actions required; takes and transcribes meeting minutes.
3. Prepares and submits office/project fiscal proposals/budgets, modifications/amendments and required office/project reports; performs general support duties intended to implement administrative actions required by tribal policies and procedures..
4. Develop and maintains office/project administrative procedures for records management, responsible for proper filing & retrieval of documents pertinent to office operations & clientele; maintains confidential & sensitive information/data in accordance with established policies & regulations.
5. May serve as a representative of the supervisor when in contact with other employees, officials, outside agency representatives, general public, etc.; issues instructions on behalf of the supervisor as delegated; makes oral presentations to Tribal Council, Budget Oversight Team and management groups in the absence of the supervisor, etc.
6. Supervises as delegated in order to efficiently complete work projects; provides instruction & training regarding work assignments, procedures, methods & techniques and establish performance standards; monitors work in progress & evaluates performance and initiates personnel actions as necessary.
7. Prepares routine correspondence, reports, etc., for review & signature; verifies material for completeness & conformance with established regulations & procedures; processes requisitions, travel authorizations, travel expenses claims or any other procedural forms required by the office.
8. Performs other duties as assigned or authorized to achieve program goals and objectives.

**PERSONAL CONTACTS:**

Contacts are with employees within/outside the immediate work unit, Tribal Council, Budget Oversight Team, personnel of other agencies, public & private sector business/organizations and the general public.

**PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:**

The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. At times, work may extend beyond the normal eight (8) hour daily schedule, weekends and holidays.

**MINIMUM QUALIFICATIONS:**

1. **Required Education, Training and Experience:**

- A. Education: Associate's Degree in Secretarial Science or Business Administration or closely related field;

AND

- B. Experience: Five (5) years responsible secretarial and administrative work experience, which includes problem solving, researching and budget management;

OR

- C. Any equivalent combination of Education, Training and Experience determines to be acceptable by the Office of Human Resources.

2. **Required Knowledge, Skills and Abilities:**

A. Knowledge:

- Knowledge of the tribal government organizations, administration and management practices
- Knowledge of budgeting practices and financial recordkeeping
- Knowledge of good customer service principles, practices and quality standards.
- Knowledge of supervisory practices
- Knowledge of modern office equipment/machines and applicable software programs

- B. Skills:

- Skill in written and verbal communication
- Skill in operating modern office equipment/machines and applicable software
- Skill in human and public relations
- Skill in research techniques, methods and practices

C. Abilities:

- Ability to operate modern office equipment/machines and applicable software programs
- Ability to work independently, professionally and exercise sound judgment
- Ability to multi-task, meet deadlines and work under pressure
- Ability to explain & solve budgetary problems
- Ability to establish and maintain positive, professional working relationships with others.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.

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