



City of Irving Job Description

CSO Office Manager

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| FLSA Status: | EXEMPT | Job Department: | City Secretary's Office (CSO) |
| Job Code: | 8131 | Reports To (Job Title): | City Secretary/Chief Compliance Officer |

PURPOSE

Under the direct supervision, delegation and direction of the City Secretary, provides principal administrative and logistical support to the City Secretary, Deputy City Secretary, the Operations Logistical Manager and other City Secretary's Office staff. This position is responsible for calendaring all council subcommittees, as well as, boards and commissions meetings on the Mayor/Council calendars; answering the main CSO phone line, greeting walk-in customers, and maintaining office supply inventory; and, creating and proofreading official documents related to legislation considered by City Council. Further, it administers barcoding and scanning of official City documents in the City's electronic records management system (OnBase), including deeds, easements, confidential and sensitive information.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Functionally supervise the Administrative Assistant, which includes creating instruction and actively training the position, providing project leadership, and, when appropriate and in consultation with departmental management, delegating tasks to this position.
- Manage the departmental front office, regularly recommending ways to streamline processes that impact both internal and inter-departmental stakeholders, all while using independent judgement and discretion when providing clerical support regarding confidential matters and contacting elected or appointed municipal officials.
- Process Administrative Awards (AA) for final execution by the Mayor and City Secretary and distribute executed documents to various departments.
- Serve as OnBase Administrator, which includes administering the barcoding process and scanning official documents into the city's electronic records management system (OnBase).
- Assist the City Secretary/Chief Compliance Officer with highly sensitive special projects and/or benchmarking.
- Manage and complete distribution of legislative documents considered by City Council under the Deputy City Secretary's oversight.
- Assist the Deputy City Secretary in closing out open records requests by filling and completing the online internal database.
- Post outside and on the city website all worksession, city council and special city council meeting agendas as well as board, commission and committee meetings.
- Coordinate and schedule the pastor list for all council meetings.
- Order food for city council committee meetings and work with Building Services for Council meeting logistics and food and beverage needs.
- Apply considerable independent judgement and decision-making skills when handling telephone calls and discretion in giving out information.

- Manage the permits processed in the City Secretary's Office (CSO); including claims subpoenas, and Texas Alcohol Beverage Commission (TABC) forms, as well as, troubleshooting non-compliance or failure to return quarterly reports. Learn new and developing laws created annually by the TABC.
- Coordinate the filing of deeds and easements with Dallas County Records and scanning them into the city's electronic records management system (OnBase).
- Greet and assist visitors, which includes answering questions and finding requested information.
- Answer multiple telephone lines while responding to various inquiries, transferring callers and recording and conveying messages.
- Prepare and maintain files and correspondence for City Secretary/Chief Compliance Officer; Routinely draft letters, memorandums, manuals, etc.
- Monitor, manage and process invoices for payment.
- Crosstrain with Operations Logistical Manager to perform duties related to Boards & Commissions operations and appointments, as delegated by the City Secretary/Chief Compliance Officer.
- Crosstrain with the Assistant to the City Secretary to provide support to the Mayor and Council.
- Proofread documents, records, and/or forms.
- Serve as CSO records management liaison.
- Maintain databases of key information, including databases for creating mailing labels.
- Inventory office supplies, and order as needed to maintain supply.
- Coordinate appointment calendars for staff and meetings rooms at City Hall.
- Make travel arrangement for City Secretary's Office staff.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Respond to overflow calls from the Mayor and Council's telephone line.
- Notarize documents
- Assist City Secretary/Chief Compliance Officer with presentations and outgoing correspondence.
- Provide assistance to the other CSO staff members in the case of absences or excessive workload to further the overall mission/objectives of the department.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1 employee.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for adhering to purchase card policies as a P Card holder.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor's degree from an accredited college or university with major course work in a closely related field.

EXPERIENCE

- Three (3) years administrative support experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Notary Public

KNOWLEDGE OF

- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- English Language: The structure and content of the English language, including the meaning of words and grammar, and its use in all aspects of communication.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- De-escalation/Conflict Resolution: Techniques and methods to diffuse and manage irate and unhappy individuals.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Office systems: administrative and clerical procedures and systems such as word processing systems and filing and records management systems.
- The intra-city organizational structure and dynamics.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents and ideas.
- Typing: Accurately entering information using a computer keyboard.
- Active listening: Listening to what others are saying and asking questions as appropriate.
- Professional Sensitivity: Practicing exceptional customer service so as to manage highly public and/or political situations, and exercising extreme discretion in confidential matters.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand.
- Research: Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.

- **Complex Problem-Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Planning:** Sensing the environment and setting goals and objectives.
- **Exceptional Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring, which includes quickly using of various calendar and email software applications.
- **Reporting:** Researching, analyzing, and compiling data, as well as, preparing clear and concise documents in a professional manner with the public in mind.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work, including City employees and the public.
- **Multi-Tasking Acuity:** Working with frequent interruptions and changes in priorities.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal, especially when handling multiple tasks simultaneously.
- **Mechanical/Technical:** Safely operating diverse equipment, including various office equipment and a computer with relevant software applications.
- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Inductive Reasoning:** Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- **Process Optimization:** Managing processes that are thorough and efficient and performing on-going process reviews.
- **Service Orientation:** Actively looking for ways to help people.
- **Self-Management:** Working independently and with minimal supervision, which includes taking initiative when appropriate, as well as, following through and staying focused on tasks.
- **Management of Material Resources:** Obtaining and seeing the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Oral Comprehension:** Listening to and understanding information and ideas presented through spoken words and sentences.
- **Time Management:** Managing time wisely by identifying, setting, and meeting deadlines.

GUIDANCE RECEIVED

Accepted Methods and Procedures

Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.

CONTACTS

Continual contact with internal and external customers, outside agencies and vendors involving obtaining cooperation of people; courtesy and tact are required with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

This position utilizes office machinery, such as a multi-function center copier/scanner, desktop computer, and telephones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to listen, see, sit, talk, and walk. Frequently, s/he is required to lift up to 10 pounds. Occasionally, s/he is required to lift up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is low to moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.