

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
OFFICE MANAGER**

CLASS TITLE: OFFICE MANAGER

DEFINITION

Under general supervision, manages, organizes, and evaluates the District's business operations; performs responsible secretarial, administrative, and general office work to ensure the proper functioning of the office; performs or supervises accounts receivable, accounts payable, and payroll; responds to customer complaints and concerns. Performs additional work as required.

DISTINGUISHING CHARACTERISTICS

This position reports directly to the General Manager. Scope of work is difficult in nature and incumbent handles most non-routine problems or questions with little or no immediate supervision. This position provides direction and supervision to the Office Specialists I and II.

EXAMPLES OF DUTIES

Duties may include, but are not necessarily limited to:

- Performs or supervises all office work regarding customer accounts including billing, processing payments, applications for service, final notices to discontinued customers, computer system updating, inquiries and complaints, etc.;
- Performs or supervises bookkeeping work related to processing of accounts receivables invoicing, accounts payable, and payroll including reviewing for accuracy, calculating monthly journal entries, balancing to general ledger, and filing of required reports to State and Federal government;
- Performs confidential administrative tasks for the General Manager when requested; keeps the General Manager fully informed regarding all office activities and problems;
- Supervises, schedules, plans, monitors, and evaluates work of clerical staff responsible for accounting, customer services, and billing; recommends corrective actions as necessary;
- Plans, prepares, reviews and monitors operational budgets for office supplies and expenses, benefit insurance, employee retirement, and payroll taxes;
- Prepares, creates, and files reports such as capital expenditures, statistics, capital projects, payroll distribution, and monthly water sample reports;
- Assists with 457 plan administration; carries out related banking functions such as deposits, transfers, and record keeping;
- Processes general ledger; inputs into computer, calculates monthly journal entries, performs trial balance, creates income statements;
- Organizes and maintains office filing system including general, financial, personnel, and payroll files;
- Prepares financial and other reports as directed by the General Manager; prepares final reports drafted by the General Manager and other staff members;

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- Sets up Board room and sets up recording system to tape monthly meetings; restores room order after meetings; prepares duplicate audiotapes and delivers to secretarial office for transcription; proofs and edits draft minutes of Board meetings and creates final draft for Board approval;
- Coordinates follow-up on resolutions and other Board of Directors action documents as directed; provides clerical support for Board members, and assists with election procedures and filing of forms;
- Oversees functioning of the computer system; administers computer software and hardware maintenance agreements; schedules training of other employees in the use of the computer system;
- Calculates, reports, and updates retirement plan, deferred compensation plans, and credit unions for all employees; attends necessary seminars throughout the year;
- Processes paperwork for new water service connections and collection of fees; supervises or performs bi-monthly billing of portable meters used for new construction, roadwork, sweeping the streets, etc.;
- Coordinates with water conservation staff in the mailout of water conservation bill stuffers;
- Provides staff support for District newsletter, customer service surveys, benchmarking studies, and disaster plan;
- Oversees the general condition and appearance of the office;inventories and orders office supplies.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

High School diploma or equivalent. Requires ten years of progressively responsible office administration, including three years in a supervisory role. Requires three years of experience in advanced accounting work including an understanding of general ledger, accounts receivable and payroll systems. Experience with a water district is preferred.

Knowledge of:

- District rules, regulations, policies and activities
- Policies, procedures and functions related to water districts
- Financial accounting and management of budgets
- Principles and practices of supervision

Ability to:

- Supervise, schedule, train and direct the work of assigned personnel
- Exercise good judgment, keep calm, and make appropriate decisions in emergency situations and under pressure
- Establish and maintain effective, pleasant, and cooperative working relationships with employees, officials and the general public
- Communicate well orally and in writing

Office Manager

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Skill In:

- Computer applications
- Accounting functions such as general ledger, accounts receivable/payable, payroll

Licenses/Certificates:

Possession of a valid Class C California State operator's license with a driving record acceptable to the District.

PHYSICAL REQUIREMENTS

Incumbent must be able to function in an office environment in work primarily of a sedentary nature, and be able to perform the following, with or without reasonable accommodation:

- Sit, often for long periods of time
- Utilize vision, hearing and speech
- Utilize manual and finger dexterity
- Turn head and trunk
- Move about on smooth surfaces
- Stand
- Lift and carry (maximum 35 pounds)
- Reach, twist and bend

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.