

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: OFFICE MANAGER  
DEPARTMENT: GENERAL SERVICES  
REPORTS TO: ADMINISTRATION DIVISION MANAGER**

**DATE: 01/30/24**

**JOB SUMMARY:**

Supervises the Administration Division regarding general billing/recurring bill processing, department-wide payroll, customer service activities, accounts payable functions, and purchasing functions as needed. Coordinates work associated with the processing of collections, billing, accounting, and other financial transactions during month-end and year-end. Processes any associated journal entries. Reconcile customer accounts. Monitors and tracks budget expenditures. Manages operational functions of Administration through coordination of a dedicated team of employees supporting the six divisions of General Services providing exceptional customer service activities with internal and external customers.

**ESSENTIAL JOB FUNCTIONS:** (All incumbents may not perform all responsibilities.)

Management of the functions and responsibilities of two Administrative Support Specialists and their specialty areas.

Oversee (and cover as needed) administrative staffing needs.

Assemble the Departmental Administrative team and conduct evaluations as required.

Oversees all Departmental customer service functions.

Establishes procedures for internal and external customer processes.

General Billing: Oversees and approves all manual and reoccurring general billing, Manages payments in advance.

Aging Reports: Produces letters and processes adjustments as required.

Accounts Payable: Oversees and approves all recurring department payables and receipts of department-wide purchase orders/invoices.

Payroll/HR: Oversees and approves (as needed) Department-wide payroll entry.

Department Support: Manages petty cash management, coordinates with HR all onboarding of new employees and status changes of existing employees including key management, maintains COMF security protocols, handles monthly and year-end PAYT Bag Reconciliation.

Miscellaneous projects: manages solid waste automated transition rollout, FEMA reporting, etc and other projects as assigned.

Researches customer issues, account questions, and CIP project expenditures.

Conducts Year-end retainage reporting and downtown Solid Waste District reassessment.

Conducts PAYT Bag, Container Program, City-Cart, DTSWD, and School District fee updates.

Manages Year-end Bow and Boscawen reconciliation of water and sewer billing.

Compiles and presents year-end write-offs.

Prepares budget estimates and entries.

Conducts miscellaneous budget research as assigned.

Manages Solid Waste Licensed Hauler advance deposits and septage hauler billing and license renewals.

In the event of a qualifying absence of the Administration Division Manager, may serve and be compensated in an "Acting" role.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
Multi-line Telephone

Typewriter  
Fax

Calculator  
Photocopier

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

Two to three years of related accounting/clerical experience or

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities required for the job.

One to two years Supervisory Experience to include performance management.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Basic mathematical computations, including adding, subtracting, multiplying, and dividing.

Basic bookkeeping procedures.

General office policies and procedures.

Computer software programs including Access, Excel, and Word.

**Skill in:**

Ability to perform a variety of tasks simultaneously.

Dealing courteously and diplomatically with the general public,

Ability to defuse confrontational communication

Ability to manage and operate computer software programs

Performing basic mathematical computations, such as adding, subtracting, multiplying, and dividing.

Applying basic bookkeeping procedures to financial operations.

Compiling and organizing information for report preparation.

Communicating effectively, orally and in writing.

Dealing courteously and diplomatically with the public.

Operating various office equipment.

Entering and retrieving information using a computer.

Typing at 30 wpm.

Filing documents in alphabetic or numeric order.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships with others.

Understand and carry out written and oral instructions.

Perform duties while sitting at a desk or table or intermittently sitting, standing, or stooping.

Occasionally lift light and heavy objects.

**Working Conditions:**

Work is performed in an office.