

JOB DESCRIPTION

DEPARTMENT: PARKS AND RECREATION

JOB CODE: RD-D-301

JOB TITLE: OFFICE MANAGER

JOB SUMMARY: Responsible for administration and clerical functions in support of all areas of the department. Supervises customer service operations of main office and related staff.

JOB DUTIES INCLUDE:

- Performs and coordinates administrative and clerical activities for the Department.
- Supervises assigned employees. Recommends for hiring, termination, trains and evaluates assigned employees.
- Assist management with operational office support activities as directed.
- Maintains programs, leagues, facilities, and contracts in registration database software system. Generates necessary reports for management. Develops and performs staff training for registration database software.
- Provide direct customer service at front counter, through phone inquiries, and department email account. Performs related data entry and analysis, accepts fees and registers participants.
- Receive, research, and coordinate solutions to customer service problems or complaints. Assist in developing, coordinating, and managing departmental responses and plans for improved service delivery for customer satisfaction.
- Coordinates and distributes interoffice communications and develops employee newsletter.
- Operates computer and troubleshoots for other employees when necessary. Perform data entry and analysis of computer programs. May train personnel in operation of the personal computer.
- Coordinates information technology work orders.
- Prepares minutes of meetings, various reports and correspondence, internal communications, schedule of meetings and classes, and assists in departmental special events. Prepares and submits agendas and minutes for committee meetings. Prepares and submits monthly council reports.
- Maintains office supply inventory and ordering.
- Provides necessary budget inputs for administrative operations.
- Assists and makes recommendations for developing and updating department policies.
- Enforces the rules and regulations of the department and the City of Clarksville.
- Perform related duties as assigned.

KNOWLEDGE AND EXPERIENCE:

- Ability to effectively communicate office functions in support of the departmental operational goals
- Ability to effectively communicate, both written and verbal.
- Excellent interpersonal customer and employee relation skills.
- Knowledge in basic and intermediate computer skills.
- Ability to interpret and apply department practices, policies and procedures.
- Ability to work a flexible schedule to allow for special events and extended office hours, including some nights and weekends.
- Ability to type from rough draft, dictation machine or plain copy with speed and accuracy (65 wpm preferred).
- Ability to work independently on moderately difficult or complex clerical tasks.
- High school diploma with three (3) years experience in customer service and office administration or related duties to include one (1) year supervisory duties.
- Must be bondable.

JOB CONDITIONS:

- Fast-paced administrative office environment
- Perform duties under general supervision.
- Must be able to interact with the public on a daily basis.

SALARY

Grade Q - 1 \$34,878

Please complete the "Blue" application form available in the Human Resources Department and return on or before June 28, 2010. Job posted 6/22/10