

**DELAWARE COUNTY
EMERGENCY MEDICAL SERVICES**

TITLE:

Office Manager

JOB OBJECTIVE:

Individual provides administrative and office management support to Emergency Services Division, including Emergency Communications, Emergency Medical Services and Emergency Management Agency. Individual reports to the Director of Emergency Services for general direction. Emergency Management Agency Supervisor, 9-1-1 Supervisor and Emergency Medical Services Manager may direct individual in specific tasks.

ESSENTIAL JOB FUNCTIONS:

- Monitors and assigns work to Emergency Services Receptionist;
- Answers telephone, screens calls, makes referrals, and gives and receives information;
- Prepares and types correspondence, memos, reports, minutes, operational plans, etc.;
- Maintains office and administrative file room;
- Performs typing, word processing and related computer operations;
- Operates and maintains administrative office machines and equipment;
- Inventories and maintains administrative supplies and forms;
- Performs accounting functions, including purchase orders and payroll for Emergency Services;
- Files documents and distributes office communications;
- Performs computers operations,
- Schedules meetings and maintains Director's calendar;

- Attends administrative staff and other meetings;
- Trains, instructs and recommends formal training for Emergency Services Secretary; and
- Applies, provides assistance and enforces administrative staff policies;

NON-ESSENTIAL JOB FUNCTIONS:

Performs related Essential/Non-Essential functions as required.

I. JOB REQUIREMENTS

Equipment: Ability to operate a variety of office equipment such as computer, copier, typewriter, telephone, calculator, FAX machine, VCR, and other equipment necessary to perform duties. Ability to use a motor vehicle is required.

Critical Skills/Expertise:

- Thorough knowledge of and the ability to apply rules, regulations and guidelines associated with Emergency Services and public service;
- Ability to define and solve problems, collect data, establish facts, draw valid conclusions using judgment, and analytical skills;
- Thorough knowledge of and ability to apply effective supervisory skills to direct, motivate and manage subordinate personnel;
- Thorough knowledge of and ability to apply computer system operating and application software to complete job tasks and aid staff in using the system;
- Extensive knowledge of and ability to apply program policies and procedures to assist staff in the performance of their responsibilities;
- Ability to communicate effectively, both orally and written;
- Ability to work effectively with clients who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Ability to work independently, under pressure, and to set and achieve goals;
- Ability to motivate and counsel staff and clients;

- Ability to organize and maintain large volumes of information and paperwork; and
- Ability to effectively program and plan independently and in collaboration with other staff units and outside agencies.

Job Standards: High School diploma or GED plus at least 4 years related work experience. Must possess a valid Ohio Driver's License and acceptable driving record.

Work consists of complex, varied, standardized and non-standardized tasks requiring application of numerous laws, rules, regulations and procedures. Individuals are required to provide technical assistance to staff personnel on policies and procedures, office equipment and the application of these under extremely difficult situations. The position requires the individual to be continually aware of changes that must be learned and passed on to staff.

II. DIFFICULTY OF WORK

Work consists of complex, varied, standardized and non-standardized tasks requiring application of numerous laws, rules, regulations, and procedures. Individuals are required to provide technical assistance to operational and staff personnel on programs, policies, the interrelationship of programs, the computer system and the application of this under extremely complex and difficult situations. It requires the individual to be continually aware of changes occurring which must be learned and passed on to personnel. Procedures must be developed for implementing changes at the local county level.

II. RESPONSIBILITY

Individual makes choices or decisions without supervisory input on most daily activities, such as scheduling appointments, establishing priorities, making referrals to other agencies, developing contacts with businesses and agencies, and forming collaborative relationships with other service providers in the county. Individual operates independent of supervision in handling staffing and daily operations, normally receiving supervisor's input when needed. Errors in work may cause inaccuracies in reports, records, or technical data resulting in inaccurate or incomplete information.

III. PERSONAL WORK RELATIONSHIPS

Contact is with co-workers, employees from public and private sector organizations and the public. The purpose of these contacts is to guide and direct, check on progress of work assigned, coordinate services, and handle questions about Department, programs and visitors' concerns.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as sedentary work, which may require the lifting of up to twenty-five (25) pounds.

Physical Activity: The physical activity of the position is fingering, talking, hearing, listening, reaching, and walking.

Visual Activity: The minimum visual activity of the seeing job is close to the eyes, and requires viewing a computer terminal and proofreading information.

Job Location: The minimum work conditions for the position indicate that the individual is not exposed to adverse environmental conditions.

ACKNOWLEDGMENT

I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

Employee

Date

Employee's Supervisor

Date

PCN#: 1130312502
Wage: COMOT 5
FLSA Status: Non-exempt
Civil Service Class: Classified

Officemgr.ems