**Pittsburg State University**

**Job Description**

**Office Manager (G0E155)**

**FLSA Status:** Exempt  
**Grade: 007 Salaried Staff**

**Job Family:** Campus Operations and Services  
**Career Ladder: Administrative Support 6**

**Updated: 04/24/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received, and Interactions**

*The information in this section includes the primary function of the job (what positions assigned to the job must accomplish) and the major objective (why that function is performed). Additional information may be added in the Position Description. The information will be used in the posting when the position is advertised*

**Primary Function:** The primary function of the Office Manager is to oversee the operational aspects of academic, fiscal, purchasing, employment and payroll administration for an organizational unit, such as a college, school, or department. The Office Manager supervises assigned support staff in the office in order to fulfill the administrative requirements of the responsibility area.

**Supervision and Instruction Received:** Positions assigned to the Office Manager typically report to the Department Director or other appropriate administrator. Instruction received is under intermittent supervision. The supervisor makes assignments by defining objectives, priorities and deadlines, and assists the employee with unusual situations that do not have clear objectives. The employee plans and carries out successive steps and resolves problems and deviations in accordance with instructions, policies, and accepted practices. The supervisor reviews the work for technical adequacy and conformance with practice and policy.

**Interactions (purpose, with whom, frequency):** The Office Manager interacts daily with university administrators, faculty, staff and students to provide information about areas of responsibility.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Responsible for preparation, submission, summary and communication of budget information for the assigned area; prepare and approve budget transfers and non-payroll expenditure transfers, reconciles remaining spending authority, prepares and maintains internal accounting records, and other duties related to fiscal administration.
2. Fulfill purchasing requirements for assigned area, researching items and obtaining price quotes, entering information into University systems, receiving purchase orders, maintaining P-Card information, and reconciling purchases.
3. Establish and maintain systems for administration of academic records for the area, including electronic files, records, and databases; provide support of instruction and student administration.
4. Support employment administration and human resources processes, serving as a point of contact with the central HR department; administer appointment paperwork requirements for faculty, staff, and student employees; fulfill administrative requirements for faculty and other searches within area of responsibility.
5. Arrange and coordinate travel for department staff, faculty, and incoming guests and speakers.
6. Compose and prepare written documents and correspondence for the office, including memos, letters, presentations, and spreadsheets.
7. Prepare special spreadsheet reports and presentations as needed; prepare brochures or web site content for communication within internal departments or external audiences.
8. Perform other office administration duties as required to support the mission and function of the area of responsibility.
9. Serve as point of contact for office. Manages communications and correspondence, deciding which should be handled under his/her own authority and which should be brought to the attention of the department head or other appropriate management.
10. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

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| --- | --- |
|  | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Addition education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent
* Four years of experience in office or administrative setting. Education may be substituted for experience as determined by the university.

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s):**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

1. **Knowledge**

* **Administration and Management** – Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
* **Budget -** Knowledge of budget construction processes and budget management experience; knowledge of administration and management of department budgets.
* **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Higher Education Administration & Management -** Knowledge of higher education administration and management principles involved in strategic planning, resource allocation, leadership techniques, and academic assessment, evaluation and accreditation and/or approval.~~.~~
* **Mathematics** — Knowledge of arithmetic and algebra and their applications..
* **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training/mentoring, compensation and benefits, labor relations and negotiation, personnel information systems and resolution of grievances.
* **Shared Governance** – Knowledge of the principles and methods of working in an environment where responsibility is shared by faculty and administrators.
* **Student Recruitment and Retention** – Knowledge of principles of student recruitment and retention.
* **Student Support Services** - Knowledge of enrollment management, financial assistance, admissions, registrar & housing operations and functions.

1. **Skills**

* **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* **Coordination** – Adjusting actions in relation to others’ actions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Instructing** — Teaching others how to do something.
* **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* **Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
* **Mathematics** – Using mathematics to solve problems.
* **Monitoring** – Monitoring/Assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
* **Negotiation** — Bringing others together and trying to reconcile differences.
* **Persuasion** — Persuading others to change their minds or behavior.
* **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
* **Research** – Using an organized and systematic way to answer questions.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
* **Speaking** — Talking to others to convey information effectively.
* **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
* **Time Management** — Managing one's own time and the time of others.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

1. **Abilities**

* **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Deductive Reasoning** The ability to apply general rules to specific problems to produce answers that make sense.
* **Delegation** – The ability to empower another to act.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Flexibility of Closure** — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
* **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity
* **Inductive Reasoning** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
* **Information Ordering** – The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules, and the ability to negotiate contracts and agreements.
* **Instruction** – The ability to teach through traditional and/or alternative delivery methods.
* **Mathematical Reasoning** – The ability to choose the right mathematical methods or formulas to solve a problem.
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Negotiation** – The ability to confer with another so as to arrive at the settlement of some matter.
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Originality** — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
* **Problem Sensitivity** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

1. **Work Activity**

* **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
* **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
* **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
* **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
* **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
* **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
* **Interacting With Computers** — Using computers and computer systems to enter data, or process information.
* **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
* **Judging the Qualities of Things, Services, or People** — Assessing the value, importance, or quality of things or people.
* **Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.
* **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Performing Administrative Activities** – Performing day-to-day administrative tasks such as maintaining files and processing paperwork.
* **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
* **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office conditions.
* May be exposed to moderate noise levels.

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* Office Equipment, such as printers, copiers, fax machines and calculators.
* Communication Equipment, such as smartphones and multi-line telephones.
* Computers and Peripherals, such as computers and scanners.

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

None

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* Regular attendance is a necessary and essential function
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record

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