



CITY OF ANN ARBOR, MICHIGAN
JOB DESCRIPTION

JOB TITLE: Office Manager

Job Code: 403180	
Service Area: Various	
Service Unit: Various	
Salary Grade (Non-Union): 5	Pay Scale (Union): N/A CP: No
Exemption Status: Exempt	
Accountable To: Department Supervisor and/or Service Area Administrator	
Union/Non-Union: Non-Union	
Union Name: N/A	
Description Prepared By Matt Warba/Craig Hupy 12/2011; Job Title Change 6/2016/ Updated 1/31/2020/ Chief Cox and DC Aimee Metzger added new Police Department Track 5/4/2021 HR Review – AW, JC, 6/28/2016/ AW, JC – 1/31/2020; AW, HK 5/5/2021 Format Update – CL, AW, HK 3/19/2019, 12/16/2019 Legal Review – NN 6/28/2016/ MR 1/31/2020 Added a new track for Financial & Administrative Services Office- M. Praschan/HR Review-AW, HK 3/24/2022	

Date Job Description Finalized

3-19-2019

Updated 12-16-2019, 9-30-2020, 4-14-2021, 5-5-2021, 3-24-2022

Role Summary

To provide a variety of highly responsible, confidential and complex administrative duties with limited supervision; generates complex records, reports, analysis and studies; establishes and enforces departmental policies and procedures; motivate, supervise, assign and review work performed by support staff; independently make decisions and is held accountable for operating issues in the unit.

Duties

Duties are performed under the direct supervision of the department supervisor or designee and may include the following:

Essential Duties

- Supports Administrative office staff and assists them with administrative needs; trains, motivates and provides direction to other staff; evaluates reporting staff job performance; employee relations, discipline, recommendations for discharge, promotion, and job design
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively with internal and external customers to provide quality customer service
- Performs and coordinates a wide variety of complex and confidential tasks, activities and inquiries involving Service Area Administrators, Service Unit managers and City personnel
- Understands management's objectives and decisions and makes appropriate judgments regarding the use and sharing of information
- Maintains confidential employee records and confidential collective bargaining records according to contractual, City policy and legal requirements
- Utilizes knowledge of City policy and procedures and of other units of government to develop appropriate response or referral when necessary; identifies and maintains appropriate working relationships with key individuals
- Organizes and analyzes data in a variety of forms to answer questions and create reports in support of management
- Adapts and adjusts behavior and work methods rapidly in response to new information, changing conditions and unexpected situations requiring attention and resolution; identifies and analyzes problems, making logical decisions and exercising appropriate judgment to recommend to management or independently implement solutions to organizational or individual problems
- Creates and maintains policy, procedure and records management systems, specified document update and retention schedules; manages and responds to Freedom of Information Act requests in accordance with State Law and City policy; and maintains and manages Service Area personnel records according to City policy
- Establishes and manages administrative calendars, deadlines and procedures

Police Department Office Manager Essential Duties:

- Serve as AAPD point of contact and administrator for Payroll related duties, including but not limited to: processing payroll, processing early payroll, processing medically related and workers compensation leaves, and processing all special pays according to union contracts
- Maintain, troubleshoot and look for ways to improve Telestaff
- Supervise and train Police Department Management Assistant
- Serve as AAPD subject matter expert for Telestaff, UltiPro, LOGOS, Legistar, and managing all processes within those systems
- Serve as AAPD point of contact and manage administration of Sergeant and Lieutenant Promotional Process
- Prepare, administer bid/contract documents, purchase orders, maintain requirements according to City purchasing and contract guidelines
- Add new hires into all PD related systems (Parking passes, Everbridge, PowerDMS, etc.)
- Manage retirement ceremonies, swearing in ceremonies, and promotional ceremonies for AAPD, including but not limited to: scheduling events, requesting ID cards and retirement plaques, purchasing food/water/supplies for events, etc.)
- Provide administrative support to the Chief of Police or designee which may include but is not limited to; handling and preparing confidential and investigative materials, creating agendas for meetings, transcription and preparing minutes during meetings, providing meeting summaries and determining follow up activities, creating forms, file maintenance, etc. Review material for completeness, copy, and distribute information as required
- Deal courteously and tactfully with the public, upholding the community partnership standards of the Police Department. Communicate effectively, verbally and in writing.
- Work closely with HR and Payroll
- Order office supplies
- Ability to read and comprehend Collective Bargaining Agreements to ensure quarterly sick payouts, quarterly comp payouts, and uniform and equipment allowances are paid timely and appropriately
- Prepare City Council Resolutions
- Ability to prioritize assignments with little or no supervision
- Ability to maintain confidential information regarding day to day activities in the Office of the Chief
- Support Police Chief and Deputy Chiefs
- Any other assignments as deemed appropriate by the Chief of Police

Fire Department Office Manager Essential Duties:

- Maintain/Troubleshoot/Improve Telestaff
- Serve as AAFD subject matter expert for Telestaff, UltiPro, LOGOS, Legistar
- Identify and implement workflow improvements
- Supervise, assist, train Management Assistant
- First point of contact for fire suppression staff concerns
- Support Fire Chief, Asst Chiefs, Emergency Manager
- Prepare, administer bid/contract documents
- Prepare Council Resolutions
- Create/analyze staffing and budget reports
- Work closely with HR and Payroll
- Reconcile Purchasing Cards
- Work with Training Officer to document and submit Michigan MABAS reimbursements
- Ability to prioritize tasks and take the lead on special assignments with little to no supervision
- Provide support to fire prevention in absence of Management Assistant
- Order office, cleaning, and various other supplies
- Contact, coordinate, and schedule various vendors to support fire department operations
- Support scheduling and payroll needs for 24/7 fire operations to comply with the IAFF collective bargaining agreement. Work to avoid contract violations and associated grievances

Public Works Office Manager Essential Duties:

- Coordinate, schedule and track all safety trainings for all work areas
- Serve as liaison with Safety Unit
- Track all safety related metrics, prepare quarterly accident and safety training reports for Public Works Manager
- Serve as Unit's subject matter expert for UltiPro
- Provide new hire orientation for all incoming public works staff
- Primary contact for all external stakeholder and facility meeting needs
- Lead annual Open House efforts, including planning, scheduling, advertising, ordering and general oversight
- Supervise, assist, train Administrative Assistants
- Track crew work assignments and provide quarterly staffing reports to Public Works Manager
- Ability to prioritize tasks and take the lead on special assignments with little to no supervision
- Serve as staff liaison for the Dean Fund Committee and Water System Advisory Council.

- Prepare meeting agendas, minutes and perform research on committee agenda topics as needed

Public Services Administration Office Manager Essential Duties:

- Manage Service Area RFI responses
- Administer City Hall Parking Program
- Manage Service Agenda Responses
- Prepare and Manage Service Unit Council Agenda Item requests via Legistar or appropriate system
- Serve as Service Unit's Subject Matter Expert for Legistar or appropriate agenda item system
- Serve as Administration's Safety Liaison
- Serve as the Uniform Administrator for Engineering, Systems Planning, and Administration
- Review and approve Service Unit Senior Management's Payroll submittal
- Serve as primary contact for all external stakeholder and facility meeting needs for Service Unit
- Ability to prioritize tasks and take the lead on special assignments with little to no supervision
- Serve as staff liaison for the Ann Arbor Art Commission
- Prepare meeting agendas, minutes and perform research on committee agenda topics as needed
- Supervise, assist, train, and create work assignments for the Public Art Intern

Safety Unit Office Manager Essential Duties:

- Conducts research, analyzes and compiles data and performs audits to assist Safety Unit staff
- Manages elements of the Safety Unit's learning management system, enters records, makes assignments, coordinates with safety training liaisons, and compiles reports
- Coordinates medical surveillance testing with city vendors and city units with direction from Safety staff
- Maintains databases and runs reports
- Provides assistance to internal and external customers for service and information
- Responds to requests for information and processes approvals for service unit requests
- Prepares reports and metrics for annual and quarterly budget and organizational requirements, including strategic plan quarterly reviews, budget requests, and annual budget cross-walk goals sheet
- Participates in Safety Committee meetings, take minutes, prepares data analysis including statistical reports and graphics and makes recommendations as an active member on the Committee
- Provides department technology assistance including UKG, SharePoint, Logos, Legistar

- Researches and resolves Safety Unit problems and finds solutions or alternative methods to meet requirements
- Responsible for assisting with SharePoint site editing
- Assures conformance to City procurement standards and protocols
- Completes other special projects and Safety duties, as assigned

Financial and Administrative Services Office Manager Essential Duties:

- Perform and coordinate a wide variety of complex and confidential tasks, activities and inquiries involving service area activities
- Administratively support the Chief Financial Officer
- Serve as administrative support for Service Area including Grant and Procurement documentation
- Coordinate service area agenda responses
- Coordinate/monitor service area Request for Information (RFI) responses
- Prepare, review, coordinate service unit resolutions
- Serve as Insurance Board support:
 - Schedule and facilitate Insurance Board meetings
 - Serve as primary contact for citizen and employee questions and claim reporting
 - Coordinate investigations and claim process with TPA, contractors, and internal staff
 - Manage and oversee TPA contract
 - Prepare recommendations, and reports for the Insurance Board
 - Prepare Board agendas, minutes and resolutions for Council approval of Board actions
 - Maintain all necessary files related to claims and incidents
- Provide Local Development Financing Authority (LDFA) Board support
 - Serve as primary contact for Board support, including elected and appointed officials
 - Prepare Board agendas, packets and minutes
 - Schedule and facilitate LDFA Board meetings
- Support the activities of the City's payroll process by running payroll, adjusting timesheets and leave banks, and confirming accurate deductions, withholdings, wage adjustments, and leave payments as needed.
- Assist in the year-end payroll processing
- Respond to employee payroll inquiries
- Work closely with Human Resources to ensure proper handling of union contract matters

Related Work

- Demonstrated knowledge of entire budget process and budget processing system by completing budget forms, evaluating submissions and recommending changes, forecasting salaries and expenses, preparing final budget and monitoring throughout the fiscal year (Not including Public Services Administration)

- Defines plans, executes and coordinates administrative projects based on management directives, City policy and applicable State and Federal laws within a specified time frame
- Performs other related duties as assigned

Knowledge of: (position requirements at entry)

- City policy and procedures
- Service Area processes, performance standards and resources
- Management processes and objectives regarding the use and sharing of information
- Advanced operation of personal computer and office software applications (e.g. Microsoft PowerPoint, Access, Excel, Word, Outlook)
- City organizational and management change initiatives
- Basic mathematics
- Budget processes and project initiation and management (Not all tracks – not including Public Services Administration)
- Principles and practices of personnel administration and supervision
- Municipal government operations and organizational structure
- Modern and complex principles and practices of office management

Skills and Ability to:(position requirements at entry)

- Interpret and apply administrative and City policies, procedures, laws and regulations relating to assigned activities
- Perform responsible and difficult administrative work involving the use of independent, appropriate judgment, logical decisions and personal initiative
- Clear, concise verbal and written communication
- Communicate tactfully and positively with the public and City employees
- Problem solving and analytical
- Organization and planning
- Change management
- Customer relations and relationship management
- Conflict management
- As a supervisor, provide comprehensive support to assure the successful and effective performance of office support staff
- Advanced use and understanding of office information technology

Equipment

Standard office equipment, PC, fax, copier, calculator and other miscellaneous office equipment.

Education, Training and Experience (position requirements at entry)

Required:

- Associates degree (A.S., A.A.) with an emphasis in business or public administration
- Experience in general office practices and procedures: at least 5 years

- Experience in coordinating work activities: at least 5 years
- The City of Ann Arbor, at its discretion, may consider an alternative combination of formal education and work experience

Preferred:

- Graduation from an accredited four-year college or university with major course work in public or business administration
- Office administration and staff assistant work: at least 7 years
- Municipal government: at least 5 years
- Supervisory experience: at least 2 years

Licensing Requirements (position requirements at entry)

N/A

Physical Requirements

Positions in this class typically require: reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties