

ADMINISTRATIVE OFFICE MANAGER
(Waste & Recycling)

Must have the physical, developmental and mental ability to perform job tasks, work efforts, responsibilities and duties of the job illustrated. The job description herein provides for the range of duties to be performed for this position. It is not intended to reflect all duties that are required within this position.

ILLUSTRATIVE DUTIES

Will include many if not all of the following:

- Responsible for the managerial duties including hiring, training, counseling, terminating, assigning duties and daily supervision of assigned personnel.
- Delegates, instructs, reviews and evaluates the daily performance of the staff.
- Receives and deals with citizens to determine, review and evaluate their needs, requests, problems, and complaints.
- Assists with determining solutions, alternatives and recommendations for resolving citizen matters.
- Investigates, researches, composes, prepares, and completes information, memoranda, various reports and correspondences.
- Responsible for developing, drafting, preparing, interpreting and maintaining customer service standards, operational policies and procedures and their corresponding manuals, which include matters relative to personnel.
- Responsible for budget recommendations for division equipment and staffing needs.
- May attend staff meetings in the place of Division Director.
- May be responsible for preparing agenda items as they pertain to the division.
- Prepares payment authorizations, relative correspondences and reports for authorized signatures.
- May recommend and have authority to develop and prepare forms, policies and control systems for fiscal matters related to budgeting, purchase orders, personnel and payroll.
- Assists Division Director with gathering information and performs special projects.
- May oversee aspects of fiscal related issues and advise Division Director of fiscal matters.
- Performs related duties as required.

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(Waste Resource Management)
(Continued)

KNOWLEDGE, ABILITIES AND SKILLS

- Ability to hire, train, counsel, terminate, and assign staff.
- Ability to effectively evaluate staff performance.
- Ability to maintain an effective working relationship with customers, employees, officials and other division/department directors through effective oral and written communication.
- Ability to work independently.
- Ability to perform mathematical computations.
- Ability to research, investigate, experiment, detect, inspect, verify, recognize and recommend solutions.
- Ability to collect, compile, analyze, and prepare statistical, fiscal and related customer service production reports, proposals and forms.
- Must be able to prepare routine documents and correspondences, memoranda and related materials.
- Ability to process, maintain records and prepare various reports, records of transactions and forms using personal computers, word processing and other software utilized by the work unit.
- Must have the ability to see, write and perform data entry keying efforts.
- Knowledge of modern office techniques and procedures; record keeping methods, practices and procedures.

MINIMUM QUALIFICATIONS

- Graduate of an accredited high school or possess an acceptable equivalency diploma and have a minimum of eight (8) years of office management experience which includes four (4) years of supervisory experience.
- May require specific experience related to the needs of the division.
- Must be able to type 50 CWPM with no more than more than 10 errors.
- Must be able to utilize all features afforded by word processing, spreadsheet, and online software as needed.
- Must possess a valid driver's license and be able to secure a valid Florida driver's license at the time of employment within this classification.
- A comparable amount of related training and experience may be substituted for the minimum qualifications.

For HR use only
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