

JOB DESCRIPTION: **OFFICE MANAGER II/SUPPORT SERVICES MANAGER**

DATE: 05/07/10

EXEMPT (Y/N):	Yes	JOB CODE:	CSC
DEPARTMENT:	Sheriff's Office	CLASSIFICATION:	228
SUPERVISOR:	Sheriff/Undersheriff	SALARY RANGE:	EO4
UNION (Y/N):	No	LOCAL:	NA

GENERAL STATEMENT OF DUTIES: Supervise, plan and coordinate the activities of Support Services, including support and temporary staff in the Sheriff's Office. Provide advanced administrative support for the Sheriff and Command Staff. Do related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Supervise staff, including assigning and reviewing work, evaluating performance, training and recommending necessary disciplinary action. Handle employee complaints and effectively recommend on hiring and dismissal decisions.

Assist Command Staff in planning and supervising department operations and with special projects.

Perform administrative and secretarial duties in support of the Sheriff's Office, including word processing, information compilation, operation of standard office equipment, maintaining files, processing mail, receiving/receipting and distributing fees and other monies, providing meeting support and answering telephones.

Assist Command Staff in preparation of annual County departmental budget. Monitor fiscal operation of Sheriff's Office and report to Command Staff with recommendations to remain within budgetary constraints. Assist in the preparation of annual estimated personnel, supplies and equipment needs/costs.

Maintain records, monitor contacts and expenditures and submit claims for approval to Accounting. Make weekly deposits, maintain and reconcile account ledgers. Collect and compile data for program planning and evaluation.

Maintain accurate time records for Sheriff's Office employees, including volunteers and temporary employees. Prepare necessary payroll records for transmittal to Accounting. Compute overtime/compensatory time. Prepare draw slips and personnel action forms for Sheriff's Office employees.

Maintain an accurate and extensive filing system relating to Sheriff's Office activities, training and personnel issues.

Order supplies and equipment and keep accurate records of inventory.

Serve as Law Enforcement Data Systems representative for the Sheriff's Office. Provide training and certification to operators. Maintain LEDS training logs and ensure compliance to LEDS rules and regulations for use of the program.

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Perform a wide variety of administrative support duties for the Command Staff.

Develop, recommend and implement policies, procedures and office standards and practices for more efficient Sheriff's Office operations.

Respond to inquiries from the general public, other departments and agencies. Explain policies and procedures.

Arrange, coordinate and attend meetings, record matters discussed and prepare minutes.

Receive, sort, analyze and summarize material for the preparation of reports. Relay and interpret administrative decisions, policies and instructions.

Confer with Command Staff regarding office activities. Perform public relations and liaison duties on behalf of the Sheriff's Office.

Follow all safety rules and procedures established for work areas. Comply with all County policies and procedures.

Serve as Support Services Liaison to various County offices and departments: Information Technology, Human Resources, Finance & Taxation, the District Attorney's Office and the Board of Commissioners' Office.

SUPERVISORY RESPONSIBILITIES: Supervise 3-4 regular employees, including support staff, Civil Office staff, plus temporary staff and volunteers. Carry out supervisory responsibilities in accordance with the Sheriff's Office's and the County's policies, procedures, labor union agreements and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Coordinate all personnel functions with Command Staff.

SUPERVISION RECEIVED: Works under the general direction of the Sheriff and Command Staff who provide policy and administrative direction and review performance.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to an Associate's Degree in business, office management or related field. At least six years of progressively responsible experience in office management which must include prior experience in law enforcement related agency and prior supervisory experience. Any satisfactory equivalent combination of experience and training which demonstrates the ability to perform the above described duties may be acceptable.

SPECIAL NECESSARY QUALIFICATIONS: Must be free of criminal convictions which would affect the ability or perception of the ability to perform this position. Possession of a valid motor vehicle operator's license and must be insurable under the County's liability insurance coverage. Law Enforcement Data Systems certification.

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KNOWLEDGE, SKILL AND ABILITY: Considerable knowledge of bookkeeping and accounting principles and practices. Considerable knowledge of office management methods and procedures. Strong familiarity with the use and operation of all types of standard office equipment and with the use of personal computers and business software, such as word processing, spreadsheets and databases. Knowledge of criminal justice management practices and principles.

Ability to plan, organize and supervise the efficient and economic performance of staff. Ability to communicate effectively both verbally and in writing. Ability to act in such a manner so as to maintain the confidentiality of issues and matters which may be encountered. Ability to enforce all laws, regulations, ordinances and standards consistently to ensure maximum compliance and to protect the public health and safety. Ability to act effectively and decisively in emergency situations. Ability to perform detailed work involving written or numerical data and to make arithmetical calculations rapidly and accurately. Ability to act independently in the absence of supervision and instructions. Ability to prioritize and accomplish quickly and efficiently a large number of diverse tasks. Ability to maintain harmonious and effective working relationships with fellow employees, other agencies, County officials and the general public.

Skill in the use and operation of office equipment and personal computers.

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

Physical demands for the position while in the office are typically minimal, involving the movement of files, books, equipment, etc., seldom exceeding 25 pounds.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment. Occasional response to after hour emergencies is required. While performing the duties of this job, the employee may be required to travel outside the community to attend meetings or training. The employee may be exposed to a hostile environment when dealing with offenders and must be able to interact to diffuse offender aggression. Daily contact with adult offenders. Exposed to hazards and risks which accompany exposure to incarcerated individuals. Office environment requires tact and sensitivity.