



**CITY OF DOVER, NEW HAMPSHIRE**  
**Supplemental Position Description**

<p><b>Position:</b> Office Manager</p> <p><b>Classification-Series:</b> Office Manager</p> <p><b>Occupational Grouping:</b> Public Safety Services</p> <p><b>Organizational Unit:</b> Fire &amp; Rescue</p>	<p><b>Position Control No:</b> XX-XX-XX-XX</p> <p><b>FLSA Status:</b> Non-Exempt, Regular FT 35 hrs/wk</p> <p><b>Union - Grade:</b> DMEA - 15</p> <p><b>Primary Job Location:</b> North End Fire Station – 262 Sixth Street</p>
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**JOB SUMMARY:** Responsible for clerical, billing, and/or administrative functions of an administrative unit in a municipal department. Work involves performing some of the more complex duties of the office. Work may involve supervision of clerical employees if assigned.

**ACCOUNTABILITY:** Work is performed under the general supervision of a superior, but incumbent enjoys considerable operational independence. Work is reviewed through submission of reports and through discussions of policy and operations with a superior.

**SUPERVISION EXERCISED:** May provide instruction and lead assigned personnel in the completion of clerical and administrative support activities as delegated by supervisor and/or department head.

**TYPICAL EQUIPMENT USED:** Computer; telephone; scanner; calculator; copy and fax machine.

**TYPICAL WORK ENVIRONMENT:** Inside: 100%      Outside: 0%

**DUTIES AND RESPONSIBILITIES** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. All duties and responsibilities are to be performed in accordance with the City's core values.
2. Receive telephone calls and visitors to office. Screen for nature of business, answer general inquiries based upon knowledge of departmental operations and refer when necessary.
3. Perform office management duties to ensure that clerical work performed is in accordance with administrative policies and procedures.
4. Process bills for the entire department's purchases. Review budgets on a regular basis (weekly) and update department head throughout the fiscal year.
5. Compile time and attendance forms. Verify and process payroll each week. Maintain payroll and personnel benefit records for department.
6. Type forms, statements, letters, receipts, vouchers, departmental reports, permits, and other material from copy, rough drafts, or general instructions.
7. Compose and type form letters and other routine correspondence, and prepares rough draft narratives and tabulations.
8. Answer queries from the general public, hear complaints and suggest possible solutions. Explain department policy and applicable ordinances and laws.
9. Collect money, checks, and verify calculations of bills. Supervise and maintain correspondence with billing

company and review billing and posting to customer accounts. Conducts bookkeeping functions such as posting and balancing cash collections and receipts.

10. Receive, stamp and distribute incoming mail. Process outgoing mail.
11. Maintain department's filing system; maintain reference file of correspondence, memoranda, purchase orders, personnel orders, and a variety of other materials. Maintain several databases.
12. Recommend changes in procedure and forms. Assures proper maintenance of various office machines, including computers, telephones, and copying machines.
13. Compile statistics for departmental reports; may assist in preparation of departmental budget if assigned.
14. Assist supervisor in hiring clerical personnel
15. Coordinates activities with other employees, departments or agencies.
16. Establish and maintain effective working relationships with employees, other departments and agencies, and the general public.
17. Maintain familiarity with and executes safe work procedures associated with assigned work.
18. Assist in fundraising and maintain financial records for the annual Children's Fire Safety Festival.
19. Assist with department approved social media communications such as Facebook and Twitter.
20. Performs other related duties as required.

**TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:**

<p><b>LIFT:</b>          -up to 10 lbs.: Occasionally required.          -11 to 25 lbs.: Rarely required.          -26 to 50 lbs.: Not required.          -over 50 lbs.: Not required.</p> <p><b>CARRY:</b>          -up to 10 lbs.: Occasionally required.          -11 to 25 lbs.: Rarely required.          -26 to 50 lbs.: Not required.          -over 50 lbs.: Not required.</p> <p><b>REACH:</b>          -above shoulder height: Rarely required.          -at shoulder height: Occasionally required.          -below shoulder height: Occasionally required.</p>	<p><b>PUSH/PULL:</b> Occasionally required.  <b>TWISTING:</b> Occasionally required.  <b>BENDING:</b> Occasionally required.  <b>CRAWLING:</b> Not required.  <b>SQUATTING:</b> Rarely required.  <b>KNEELING:</b> Not required.  <b>CROUCHING:</b> Rarely required.  <b>CLIMBING:</b> Rarely required.  <b>BALANCING:</b> Not required.  <b>GRASPING:</b> Frequently required.  <b>HANDLING:</b> Frequently required.  <b>TORQUING:</b> Occasionally required.  <b>FINGERING:</b> Frequently required.</p>
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**DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:**

<p><b>CONSECUTIVE HOURS:</b>          Sit: 3 hours          Stand: 1 hours          Walk: 1 hour</p>	<p><b>TOTAL HOURS:</b>          Sit: 6 hours          Stand: 1 hours          Walk: 1 hour</p>
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**COGNITIVE AND SENSORY REQUIREMENTS:**

<p><b>TALKING:</b> Necessary for communicating with others.  <b>HEARING:</b> Necessary for receiving instructions and information.</p>
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**SIGHT:** Necessary for performing job effectively.

**TASTING & SMELLING:** Not required.

**TYPICAL WORK SURFACE(S):** Standard office desk and chair; service counter; tables; computer workstations; carpet, tile, concrete, and wood floors.

**TYPICAL CONTROLS USED:** Keyboard/pad; computer mouse and printer toner.

**SUMMARY OF OCCUPATIONAL EXPOSURES:** May be exposed to copier and printer toner.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:** Considerable knowledge of the rules, regulations, laws, ordinances, and operating procedures of the department in which employed. Working knowledge of office management principles and procedures. Thorough knowledge of business English, arithmetic, and bookkeeping principles and practices. Working knowledge of modern office equipment and procedures including computer hardware and software. Strong skills in the use of Microsoft Excel and Word. Strong organizational skills with the ability to multi-task and prioritize. Ability to plan and supervise the work of a small clerical staff, or volunteers, if assigned. Ability to prepare reports and maintain records. Ability to establish and maintain harmonious working relationships with other employees and the general public. Ability to maintain effective working relationships with department heads, employees, and the general public and to deal with service problems courteously and tactfully.

**EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS:** High School diploma or equivalent, supplemented by business college or bookkeeping courses. Five years of experience in bookkeeping and general office work; OR any combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

**SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):**

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| <input type="checkbox"/> 1. None.                              | <input type="checkbox"/> 6. 1 to 2 years.          |
| <input type="checkbox"/> 2. Short demonstration up to 30 days. | <input type="checkbox"/> 7. 2 to 4 years.          |
| <input type="checkbox"/> 3. 30-90 days.                        | <input checked="" type="checkbox"/> 8. 4-10 years. |
| <input type="checkbox"/> 4. 91-180 days.                       | <input type="checkbox"/> 9. Over 10 years.         |
| <input type="checkbox"/> 5. 181 days to 1 year.                |  |

**OTHER CONSIDERATIONS AND REQUIREMENTS:**

Candidates will be subjected to criminal and financial background checks. Required to take and pass a physical exam after a conditional offer of employment, and annually thereafter.

Classification Established: 7/1/96  
Job Description Developed: 7/1/96  
Revised: 04/07/2016