

# **GENERAL SERVICES OFFICE MANAGER**

**(Range 118)**

## **DEFINITION**

Performs a variety of supervisory and highly responsible office management work to ensure that the department operates in a response oriented, fiscally responsible and efficient manner.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the General Services Director.

Exercises general supervision over lower level office staff.

## **ESSENTIAL AND MARGINAL FUNCTIONS --Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Performs highly responsible office management support to the General Services Director in support of the District's building maintenance, new construction, remodeling, and refurbishment program.
2. Maintains centralized filing of all construction documents such as contracts, insurance and bonds, general correspondence, meeting minutes, field reports, change orders, etc.
3. Creates and assembles bid documents and coordinates advertisement of bid notices, printing of bid documents, distribution and tracking of bid documents and addendums, and coordinates pre-bid conferences.
4. Creates and maintains project schedules using project management software.
5. Creates, maintains, and tracks project budgets using spreadsheets.
6. Reviews for accuracy and tracks architect and contractor payment applications using spreadsheets.
7. Prepares periodic project status reports.
8. Schedules and coordinates pre-construction meetings with architects and contractors.
9. Assists with on-site scheduling and coordination of project related work with Facilities Department, Branch staff, architects, and contractors.
10. Processes purchase orders related to construction and remodeling for furnishings, fixtures, and equipment and tracks and coordinates delivery and installation schedules. Resolves issues such as manufacturing delays, delivery delays, defective or damaged merchandise, etc. Reviews invoices for accuracy and submits for payment.
11. Maintains "rack sets" of plans and specifications for all active projects and keeps them updated with revisions. Coordinates the receipt of and permanent filing of

**GENERAL SERVICES OFFICE MANAGER**  
**PAGE 2**

- project closeout documents.
12. Reviews contractor certified payroll reports for accuracy and prevailing wage compliance.
  13. Manages department Computerized Maintenance Management System (CMMS) to ensure accurate and effective use of system modules such as work requests/work orders, asset management, property management, inventory management, locksmith (lock/key), reports, system administration, and security.
  14. Authorizes purchases from vendors, and oversees the scheduling and coordination of services and/or work.
  15. Prepares the department's annual budget for review and approval.
  16. Manages budget accounting system for department.
  17. Supervises the administration of department inventories.
  18. Supervises subordinate staff including scheduling, training, working with staff to correct deficiencies, disciplining and completing performance evaluations.
  19. Directs and prioritizes the work of subordinate staff.
  20. Participates on interview panels and assists with selection of clerical staff for General Services Department.
  21. Supervises the maintenance of department records keeping and filing systems and a variety of statistical records to include key control logs, access codes, training, time and attendance, overtime, and Standby/Call-Back pay if applicable.
  22. Performs and alleviates administrative duties from the General Services Director.
  23. Maintains a high degree of confidentiality.
  24. Compiles, prepares, and distributes general correspondence, memos, agendas, minutes, reports, invoices, and other relevant materials appropriate to the assigned department.
  25. Receives and reviews various reports, plans, and applications for the purpose of verifying accuracy.
  26. Maximizes office productivity through proficient use of appropriate software applications.
  27. Takes telephone inquiries and complaints, and either assists the caller or directs the caller to the appropriate individual.
  28. Resolves a wide range of routine and non-routine personnel issues and difficult situations.
  29. Supervises the scheduling of meetings, interviews, travel, equipment repair and service, or other department needs.

**GENERAL SERVICES OFFICE MANAGER**  
**PAGE 3**

30. Acts as a liaison between the department director and outside agencies, gathering and relaying information as needed.
31. Interacts extensively, in person, and over the telephone with district-wide staff and management, outside agencies, vendors, and the general public.
32. Utilizes personal computer, the Internet, e-mail and other office equipment including, but not limited to: typewriter, adding machine, copy machine, telephone, and facsimile machine.
33. Attends or conducts department, branch, and other miscellaneous meetings at meeting sites throughout the district.
34. Operates, maintains and secures assigned District vehicle.

**Marginal Functions:**

1. Performs related duties and responsibilities as required.
2. Works on special projects as assigned.
3. Participates in committee work when needed.

**Knowledge, Skills and Abilities:**

**Knowledge of:**

1. Building maintenance/construction office management processes and procedures.
2. Microsoft Office software including Word, Excel, PowerPoint, Outlook and Project.
3. Computerized Maintenance Management System (CMMS) software applications.
4. Modern office management and procedures to include work order systems, accounts payable/receivable, purchase orders, inventory controls, and key and access control.
5. Modern record keeping and filing principles and methods.
6. Business letter writing and report preparation.
7. Basic accounting principles and procedures.
8. Principles of budget development, administration, and control.
9. Inventory methods and procedures.
10. Effective supervisory techniques and practices.
11. Library District and Department policies and procedures.
12. Library District and assigned department terminology and functions.
13. Pertinent State statutes governing assigned department.

**GENERAL SERVICES OFFICE MANAGER**  
**PAGE 4**

14. Basic arithmetic and accounting principles.
15. Correct English usage, spelling, and punctuation.

**Ability to:**

1. Create and edit bid documents, contracts, and exhibits.
2. Create charts, databases, reports, spreadsheets, presentations, etc.
3. Analyze and evaluate payment applications, invoices, accounting and statistical data.
4. Understand and utilize technical documents such as blueprints, schematics, flowcharts, project schedules, etc.
5. Supervise and direct the work of subordinate staff.
6. Plan, organize, and prioritize projects and work assignments for efficient results.
7. Assist with various departmental situations after hours, on weekends and holidays.
8. Exercise sound judgment and make independent decisions.
9. Be decisive in routine and non-routine problem solving in accordance with the Library District and assigned department policy and procedure.
10. Interpret and apply Library District and assigned department policy and procedure.
11. Type at a speed necessary to perform the essential functions.
12. Work under pressure and meet deadlines.
13. Accept and manage change and maintain flexibility.
14. Work quickly and accurately.
15. Work both independently and as part of a team.
16. Perform multiple tasks concurrently.
17. Maintain fiscal and complex clerical records.
18. Generate accurate reports.
19. Communicate clearly and concisely, both orally and in writing.
20. Serve customers with patience, tact, and courtesy.
21. Establish and maintain effective working relationships with those contacted during the course of work.
22. Understand and follow oral and written instructions.
23. Maintain the mental capacity for effective interaction and communication with others.

**GENERAL SERVICES OFFICE MANAGER  
PAGE 5**

24. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
25. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment.

**Skilled in:**

1. Use of personal computers and associated software.
2. Use of library and general office equipment.

**QUALIFICATIONS:**

**Training and Experience:**

Bachelor's Degree in Management, or related field required; five (5) years of increasingly responsible office management experience performing similar duties required; demonstrated proficiency in word processing , spreadsheet creation, project management software, and other computer skills required; typing skills required; one (1) year supervisory experience required; and previous experience in building maintenance/construction office management required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds); occasional moderate lifting (11 - 20 pounds); bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require visual perception, audio perception, and oral communications ability.

**Environmental Requirements:**

**GENERAL SERVICES OFFICE MANAGER  
PAGE 6**

Tasks are performed with infrequent exposure to adverse environmental conditions.

**License, Certificate, or Special Requirements:**

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

**FLSA: EXEMPT**  
**CBA: SUPERVISOR I**  
**DEVELOPED: DECEMBER 14, 2001**  
**REVISED: JANUARY 29, 2008**