

## **REVENUE OFFICE MANAGER**

### CODES/PAY RANGE

Class Code: 1152

EEO Code: E

Pay Range:

### MAJOR FUNCTION

Responsible for the supervision and management of a clerical unit or satellite office.

### ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Coordinates activities of clerical/customer service personnel.

Reviews unit's workload, schedules, personnel assignments and status of current projects to plan unit activities.

Analyzes and organizes office operations and procedures such as typing, flow of correspondence, filing, requisition of supplies, processing of accounts and preparation of payroll.

Formulates procedures for systematic retention, protection, retrieval, transfer and disposal of records.

Evaluates office production, revises procedures or devises new forms to improve efficiency. Prepares activities reports for guidance of management.

Makes recommendations and prepares preliminary budget for office staffing and supplies. Monitors budget spending and analyses for future recommendations.

Conducts training orientation and sessions for new employees and experienced employees on recurring problems.

Hires employees. Approves leave requests, evaluates employees' performance, makes recommendations for promotions and initiates disciplinary action.

Performs work of subordinates.

Performs related work as required.

**(Revenue Office Manager continued)**

**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of the principles and practices of office management. Knowledge of general office procedures. Knowledge of effective supervisory practices.

Ability to interpret policies. Ability to develop procedures for effective production. Ability to organize and analyze activities. Ability to make decisions. Ability to supervise employees. Ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS**

Graduation from high school or possession of a GED, and five (5) years of progressively responsible clerical experience, two (2) of which shall have been in a supervisory capacity.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

**ADA REQUIREMENTS**

Physical Demands: Sedentary work. Ability to see, talk; finger dexterity.

Environmental Demands: Inside work.

Mental Demands: Ability to read and comprehend technical and professional journals, manuals, instructions, and applicable legal statutes/ordinances. Ability to write clearly and concisely relaying information, details, and data. Ability to speak clearly to relay information to layman. Ability to perform general mathematical functions. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

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