



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 502.2

Job Title: **OFFICE SERVICE MANAGER**

Pay Grade: 23

GENERAL SUMMARY:

Manages and directs supervisors involved in clerical support and office services' activities for a department.

RESPONSIBILITIES:

- Oversees the day-to-day activities of several functional units, such as outgoing and incoming mail, reproduction, correspondence, filing systems, etc.
- Plans, organizes, administers and reviews work quality and staff productivity.
- Develops input for departmental planning, staffing and budgetary needs, training and education, etc.
- Recruits and selects employees; handles disciplinary actions and counseling; conducts employee performance reviews.
- Maintains departmental records; compiles and prepares required monthly reports.
- Coordinates departmental needs and programs with other divisions, departments and agencies.
- Performs special projects as assigned.
- Communicates orally and in writing within and outside the division.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Business Administration or a closely related field.

EXPERIENCE:

Four years of experience in office clerical and administrative work are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position strongly requests personnel actions such as hirings, terminations, and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Office Assistant
- Administrative Aide
- Senior Office Assistant
- Executive Office Assistant
- Office Supervisor
- Office Service Manager

Effective: October 1990

Revised: March 2017