

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE MANAGER – TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Under general supervision, performs technical, administrative, and supervisory work to coordinate and provide leadership for the administrative operations of the Department. Work involves supervising, coordinating, and participating in a large variety of complex clerical, technical, and administrative duties reaching into most parts of the organization. Within the limits of the employee's assigned authority, the employee is expected to analyze and resolve problems independently. The employee is expected to devise methods to produce the anticipated results. Employee is also responsible for assimilating information from a variety of sources to compose letters, generate reports and provide informational data. Unusual situations arise with some frequency requiring discretionary judgment, analysis and independent action. Reports to the Executive Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Coordinates and collaborates workflow and communication in Technology Services and between central office, other district departments, and school/community contacts.

Implores effective verbal and written communication and interpersonal communication to support the needs of Technology Services, other district departments, and external stakeholders.

Manage multiple projects simultaneously. Responsible for coordination and completion of projects on time, on budget and within scope. Sets deadlines, assigns responsibilities, monitors and summarizes the overall status of the project and prepares reports for the Executive Director of Technology Services regarding the status of the project.

Arrange project meetings, appointments, schedules, related to functions of the office; prepares and maintains a master calendar for the office. Tracks progress and monitors status of on-going projects to facilitate timely completion.

Evaluates and analyzes departmental and district communication plans to ensure communications objectives are met. Advises Technology Service's department heads and designs, develops, implements, and oversees a training plan to maximize efficiency and value of staff through professional development.

Creates, implements and analyzes departmental culture to ensure strategic Technology Services goals and objectives are met to support collaboration throughout the Technology Services

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department and the district. Develops and implements best practice for team building and communication.

Maintains division/departmental records and files: updates and maintains confidential files for the department, including project files and other sensitive operational information; receives, prepares, and/or otherwise processes files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; maintains reference materials such as vendor lists, program schedules, code books, training manuals, standard operating procedures, mailing lists or other materials; scans records into computer; shreds/destroys confidential or obsolete documents; and maintains files in compliance with guidelines governing record retention.

Administers assigned special, recurring or regular projects; completes reports as needed.

ADDITIONAL JOB FUNCTIONS

Executive Administrative Assistant to the Executive Director.

Collaborate and communicates with local nonprofits, colleges and universities to develop and manage a program to recruit top graduates for positions within the Technology Department as well as build community relations.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Minimum of a Bachelor's Degree, preferably with a major in business administration, communications, leadership development, event planning, public administration, project management, or a related field and 3 - 5 years of experience in a related field; or an equivalent combination of experience and training.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, copier, etc. Must be able to exert up to 50 pounds of force occasionally and a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical requirements are consistent with those for Light work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

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Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, manuals, invoices, etc. Requires the ability to prepare correspondence, reports, forms, evaluations, procedures, manuals, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; and utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment and hand tools. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the operations and activities of the department.

Thorough knowledge of and ability to use grammar, vocabulary, spelling and punctuation.

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Thorough knowledge of office practices and procedures.

Considerable knowledge of common word processing, spreadsheet and file maintenance programs.

Considerable knowledge of the current literature, trends, methods and developments in the area of office administration.

General knowledge of the principles of supervision, organization and administration.

Skill in counseling and developing staff.

Ability to evaluate existing programs and procedures and make recommendations for improvement.

Ability to use common office machines and popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to maintain complete and accurate records and statistics and to develop meaningful reports from that information.

Ability to effectively express ideas orally and in writing.

Ability to exercise considerable tact and courtesy in frequent contact with the public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.