



CITY OF BENTON

Office Manager

Job Description

Job Title: Office Manager
Classification: Non-Exempt
EEO Category: Full-time

Department: Police Department
Reports to: Admin Lieutenant
Pay Grade: \$43,453.02 - \$63,424.14 or
\$20.89 – 30.49 per hour

SUMMARY

The **Office Manager** serves the City of Benton residents by supervising the administrative support staff in the daily operations of the Records Division of the Benton Police Department. The Office Manager works under the immediate supervision of the Administrative Lieutenant. This position is deemed as nonessential personnel and safety sensitive.

ESSENTIAL DUTIES

To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties of the position:

- Answers incoming telephone calls and transfers to the proper party as needed.
- Maintains files and records of incidents; inputs reports, traffic tickets and warrants; and keeps up with and prepares daily NIBRS reports.
- Greets and assists the public with inquiries about accidents, incidents, court dates, traffic tickets and warrants; answers phone calls and assists the public seeking the same information; and mails or faxes accident and incident reports to insurance companies, other agencies and the general public.
- Receives money in person or by mail for fines, warrants and reports from the general public and records same in proper receipt books.
- Enters daily reports and citations in the computer and matches information in reports for arrest information. Checks computer for an accurate listing of reports and refers those that are incomplete or missing to the Office Manager.
- Receives and enters all warrants and removes warrants from the computer when served; mails letter of notification of warrants to out-of-town persons; and receives, enters and deletes all subpoenas for the Courts.
- Prepares statistics regarding warrants, tickets, fines, etc. for upper management; prepares daily shift report to record attendance of personnel.
- Maintains Petty Cash requests, reimbursements, and ledgers.
- Maintains the Bond and Fine Account ledger and makes deposits of collected funds.
- Maintains department bank accounts and is responsible for making daily deposits, balancing monthly bank statements and financial records.
- Assists in preparation of the Annual Financial Audit.

- Assist in training of all Police Department Personnel.
- Completing monthly reports for NIBRS and police department stats.
- Acts as Terminal Agency Coordinator between ACIC and the Department; checks all ACIC entries for accuracy and submits stolen property, missing and wanted persons Validation Report to ACIC in a timely manner.
- Supervises the office staff by assigning work; initiating or reviewing disciplinary actions; counseling personnel; reviewing and approving evaluations; approving sick leave and vacation time; and evaluating performances of incumbents.

This job description and the enumerated Essential Duties are intended to provide general guidelines for job expectations and the employees' ability to perform the position described. This is not intended to be an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned or assumed by the incumbent as necessary to fulfill the requirements of the position.

ENVIRONMENT & PHYSICAL ACTIVITY

The noise level in the work environment is usually moderate to loud. The employee frequently works outside in adverse weather conditions, and in an office environment with exposure to fumes, dust, toxic or caustic chemicals. The position requires regularly driving a motorized vehicle.

The position involves writing, keyboarding, speaking, listening, lifting, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling, and reaching.

The incumbent for this position may operate any or all the following: telephone, copy and fax machines, scanner and image systems, computer terminal, personal computer, printers, or other equipment as directed.

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to walk, sit, reach with hands and arms; and frequently required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, and color vision.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must remain current and informed on related regulatory updates, City ordinances/resolutions/policies and applicable Federal, States, Municipal statutes, rules, and regulations. He/she must be able to read and understand documents, instruments, and highly technical reports; perform detailed work; and problem solving. Incumbents must also display proficiency in analytical reasoning, math, language, presentation skills, and verbal and written communication with internal and external customers. He/she must educate citizens and the general public regarding City ordinances/resolutions/policies and the consequences of not adhering to them. Incumbent must be able to effectively manage deadlines, multiple concurrent tasks, and constant interruptions. He/she shall conduct departmental services/operations in a professional, effective and efficient manner. Incumbent shall schedule work activities during employee's absences (due to sick/vacation time) and distribute workflow appropriately. Incumbent must be able to work in a constant state of alertness and concentrate for long periods of time and foster a quality work environment by building employee trust and confidence.

SAFETY SENSITIVE

This position is designated as a safety sensitive position because it requires the regular handling of highly sensitive and confidential City and customer information and operating a motor vehicle on a routine basis. Performing this job in a discreet and professional manner always requires alertness. Any lapse of attention could have a significant financial impact on the City and its customers, or on others while operating a motor vehicle.

MINIMUM REQUIREMENT & COMPETENCIES

Basic experience, knowledge and training in Police services typically resulting from a combination of education or years of experience or the equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to satisfactorily perform the essential functions of the position.

Basic Qualifications:

- High school diploma, or equivalent
- Must possess a valid Arkansas Driver's License

Knowledge

- Knowledge of grammar, spelling, and punctuation.
- Knowledge of basic arithmetic.
- Knowledge of computers and computer programs.

Skills

- Skill in operation of City vehicle to perform essential functions.
- Energetic personality with strong interpersonal communication.
- High attention to detail and accuracy.
- Strong sense of ownership and initiative, collaborative and flexible attitude.

Abilities

- Ability to communicate in a positive, friendly manner to employees, supervisor, coworkers, clients, etc. at all times.
- Ability to communicate effectively orally and in writing.
- Ability to answer the telephone, greet visitors, and provide information and assistance.
- Ability to maintain filing systems and research files to verify data in various forms and documents.
- Ability to operate standard office equipment.

ACKNOWLEDGEMENT

Management reserves the right to change this job description at any time according to business needs. This document does not represent a contract of employment and is not meant to alter the at-will status of an employee's employment in any way. The City of Benton reserves the right to change this job description and/or assign tasks for the employee to perform, at any time, with or without notice, as it may deem appropriate.

Employee Name: _____

Employee Signature: _____

Date: _____