

Job Class: Metro COG Office Manager
Supervisor: Executive Director
FLSA Status: Non-Exempt
Grade: 12
Revision Date: May 2024

### **Job Summary:**

Under general supervision the Metro COG Office Manager oversees accounting, administrative, and clerical operations for the agency in cooperation with the Executive Director. The Office Manager is responsible for properly interpreting and applying applicable agency, MnDOT, NDDOT, FHWA and FTA policies and procedures to the functions of the agency.

### **Scope of Responsibility:**

The Office Manager provides occasional work direction and training to Metro COG interns and oversees accounting functions relative to local match funds, state funds, and federal funds received and collaborates with the Executive Director on the agency's budget, materials purchasing, vendor management, equipment leases/purchases and repairs, IT and computer needs, travel expenses, reimbursements, and payroll reporting for Metro COG's employees.

### **Essential Duties and Responsibilities:**

- 1 Responsible for performing and overseeing accounting and budget functions of the agency according to established policies.
  - 1.1 Assists the Executive Director in preparing the agency's budget by compiling budgetary information, making equipment and IT recommendations, coordinating with Metro COG's accounting consultant, entering information into proper accounts, and generating reports;
  - 1.2 Assists the Executive Director in monitoring the agency's budget by assigning expenditures to the appropriate accounts; processes and approves expenses and payments according to level of authority; compiles budgetary information from various sources, enters information into proper accounts and generates reports for supervisor's review;
  - 1.3 Prepares purchase requisitions received from agency staff and submits for supervisor's signature;
  - 1.4 Assists the Executive Director and agency accountant in the annual federal financial audit as well as the annual NDDOT audit;
  - 1.5 Manages the administrative credit card account for purchases made by agency staff under appropriate budget codes;
  - 1.6 Reviews status of accounts and responds to customer/contractor inquiries;
  - 1.7 Tracks local match funds for the agency and works with accountant to compile monthly reimbursement requests for review by the Executive Director prior to submittal to NDDOT;

- 1.8 Uses input from staff to prepare draft quarterly report for submittal to MnDOT to secure release of state planning funds;
  - 1.9 Collaborates with Metro COG planners in the publication and distribution of public notices and press releases for public meetings and public engagement opportunities;
  - 1.10 Maintains agency digital and paper filing and organization of shared office work areas and supplies and archives;
  - 1.11 Monitors Metro COG's general email and phone messages and routes messages to the appropriate planner to ensure a response; and
  - 1.12 Communicates with members of the public who contact Metro COG requesting information or materials.
- 2 Local Member and Associate Member Communication and Coordination – Assists the Executive Director in communications with Metro COG's local partners and associate members.
- 2.1.1
  - 2.2 Coordinates and communicates with local elected and appointed officials regarding scheduling of meetings, availability for meetings, and updates as necessary;
  - 2.3 Coordinates and communicates with local government administration to maintain updated list of TTC, Policy Board and Executive Committee membership;
  - 2.4 Provides support for Boards and Committees; responsible for scheduling meeting rooms, serving as a minute taker, room set-up; preparing minutes for each of these Boards for review by the Executive Director;
  - 2.5 Prepares complex forms, such as timesheets and other human resource related documents by determining required data, gathering, receiving and compiling data from several sources; comparing information to verify accuracy and formatting data appropriately;
  - 2.6 Composes and/or types letters, forms, memoranda, and reports from abbreviated notes, tapes, and records;
  - 2.7 Updates agency web page and Facebook content;
  - 2.8 Transcribes and/or takes minutes of Planning Commission and Board of Adjustment meetings;
  - 2.9 Prepares agendas that pertain to TTC and Policy Board meetings; compiles packets for Committee/Board members to ensure all necessary information is present and in proper format;
  - 2.10 Assists with travel arrangements for department employees;
  - 2.11 Provides administrative support for the Executive Director and professional staff.
- 3 Using independent judgment provides work direction and training to interns when assisting with administrative matters.
- 3.1 Provides training and work direction as needed to new employees or interns, ensuring the employee knows and follows agency rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss; ensures that each employee:
    - 3.1.1 Knows and follows agency rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
    - 3.1.2 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;

- 3.1.3 When potentially unsafe conditions are observed, makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.
  - 3.2 Plans the work schedule to meet agency demands and to limit overtime costs to reasonable and necessary levels.
- 4 Coordinates with the Executive Director in managing agency payroll processing.
  - 4.1 Enters data for the agency;
  - 4.2 Oversees the payroll process; reviews hours, codes, and errors;
  - 4.3 Assists in responding to employees' payroll questions and works to resolve issues;
  - 4.4 Maintains confidentiality regarding pay ranges.
- 5 Provides confidential human resources support for agency employees in support of the Executive Director.
  - 5.1 Maintains employee records, files, and correspondence;
  - 5.2 Coordinates new employee paperwork and any change in status paperwork, drug screening, payroll, and any required testing;
  - 5.3 Tracks FMLA leaves of absence;
  - 5.4 Assists in annual updates of the agency's insurance policies and health, dental and vision enrollment;
  - 5.5 Answers and resolves employee questions on human resources-related matters.
- 6 Receives inquiries from the public and provides information on agency projects. Refers inquiries, as appropriate to other staff or to other entities.
- 7 Coordinates and manages technology needs and arrangements with IT consultant.
  - 7.1 Serves as primary liaison with IT consultant;
  - 7.2 Maintains IT network in good working order and calls upon IT consultant as necessary;
  - 7.3 Assists and trains agency staff in the use of new IT technology or computers as necessary, serving as the first line of technical assistance when problems are encountered.
- 8 Purchases office supplies and equipment.
  - 8.1 Researches and purchases or recommends office supplies and equipment;
  - 8.2 Prepares RFPs, reviews bid documents and recommends preferred vendor;
  - 8.3 Recommends applicable software and equipment.
- 9 Communicates courteously and professionally and maintains working relationships with others in carrying out job functions.
  - 9.1 Frequently interacts with others in the work unit, the public, vendors or local, state, and federal government entities;
  - 9.2 Refers the more detailed technical inquiries to appropriate department staff;
  - 9.3 Interaction with the public, vendors or across agencies occasionally includes negotiations involving convincing the other party to do something to achieve a basic work-related objective.
- 10 Performs other duties and activities as assigned.

## **Minimum Qualifications:**

A Minimum of an Associate's Degree, and four (4) or more years of progressively responsible administrative support experience, including budget preparation, information dissemination, supervision, recordkeeping, and extensive interaction with the general public; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. A valid driver's license is required.

### **Knowledge, skills and abilities include:**

- Knowledge of generally acceptable accounting principles;
- Knowledge of governmental accounting practices and procedures and governmental budgeting and purchasing procedures;
- Knowledge of supervisory practices such as training, work organization and review, discipline;
- Knowledge of computer operations, software, information storage and retrieval techniques and methods;
- Knowledge of planning processes and codes;
- Knowledge of policies and laws related to the release of information;
- Extensive knowledge of Metro COG policies, structure, and functions;
- Knowledge of basic recordkeeping and bookkeeping practices and methods;
- Advanced skill in Microsoft Office applications including Word, Excel, Access, PowerPoint, and Publisher;
- Skill in organizing and prioritizing work;
- Skill in basic mathematical computations to maintain budgets, including percentages;
- Skill in data gathering, compilation, formatting and presentation;
- Skill in communications, interpersonal skills as applied to interaction with coworkers, supervisor, etc. sufficient to exchange or convey information and to give and receive work direction;
- Strong customer service and public relations skills;
- Ability to interpret and apply policies and agency functions;
- Strong ethics related to confidentiality and professional conduct within the agency and with external partner agencies;
- Ability to establish and maintain effective working relationships with others.

## **Physical Demands & Working Conditions:**

Most work is performed in a normal office environment. Work requires extensive use of a computer, telephone, and other office equipment. Work is generally light with considerable variety. Lifting a box of paper is the heaviest work. There is considerable attention to detail and deadlines, especially with the applications tracking process. Intermittent travel to local retailers or vendors or local government offices is occasionally required. The job may involve dealing with and calming individuals who are emotionally charged over an issue.

Physical activities include fingering, grasping, talking, hearing/listening, seeing/observing, and repetitive motions. Work is classified as **Sedentary Work**: Work is typically sedentary: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force

frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.**

**Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.**

**This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.**