

**City of Ishpeming - Position Description (Title) PD#:**

PD#: FM 0002

Replaces PD#:

**City of Ishpeming – Office Manager/ HR / Deputy Treasurer**

Organization Title: City of Ishpeming

Position Location: City of Ishpeming

State of Michigan

County of Marquette

**POSITION CLASSIFICATION**

POSITION: Office Manager/ HR / Deputy Treasurer

This is a non-union position, hired and employed under the general supervision and direction of the City Manager. The City Treasurer plans, coordinates, develops, and directs a complete program of community treasury and tax systems. Supports payroll processing, disbursement payments, receivables, cash control procedures and general ledger balancing. The position administers city-wide policies, procedures, and regulations pertaining to these financial activities. The Deputy Treasurer supports these programs and receives priorities of work effort through the City Manager.

The Office Management role includes City-wide Human Resources activities. The role of the Office Manager is a critical role for maintaining continuity of operations for the administrative roles including, budget, cash collections, customer service operations (including hours of operation) and cross-level training of a myriad of services functions to ensure no loss of service.

HR Services will directly support the roles and functions for processing personnel actions related to hiring, departures, insurance enrollments, payroll processing, etc.

**Citation 1:**

Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

**Supervisor Position:** City Manager

**Reviewed Date:**

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**Classification Review:** This position has been classified/graded as required by the Charter, of the City of Ishpeming, Marquette County, Michigan; Management; Non-Union Contract and if no published standards apply directly, consistently with the most applicable published standards.

**Reviewed By:**

**Reviewed Date:**

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<b>POSITION INFORMATION:</b>	<b>CONDITIONS OF EMPLOYMENT:</b>	<b>Position Assignment:</b>
FLSA:	Drug Test Required: No	Full-Time
Primary Work Role: Supervisory	Financial Management Certification: No	Full Potential
Additional Work Role 1: Committees / Boards (Building Authority).	Emergency Essential Designated: Yes	Probationary: Indefinite – For Cause
Additional Work Role 2: Committees / Boards (Act 345)	Required Access to Firearms: No	
Interdisciplinary: No	Personnel Reliability Screening: No	
Security Access: Yes-Vault/Payroll	Influenza Vaccination: Yes	
FLSA Appeal: N/A	Financial Disclosure: Yes	
Supervisory Status: No		

**SUPERVISORY CONTROLS:** Works under the direction of the City Manager who provides oral and written instructions and relies on the incumbent to direct the accomplishment of assigned work operations within the limits of established policies and basic operation schedules. Completed work is evaluated for overall effective and economical use of personnel, equipment, materials, and methods to meet operational goals and quality standards.

Must be able to work with in partnership with the Treasurer. The Treasurer may assign work but will be coordinated with and free from conflict of work assignment from the City Manager. Work from the Treasurer will be wholly focused on responsibilities as “Deputy Treasurer.

**MAJOR DUTIES:** Serves as the Officer Manager / HR / Deputy Treasurer for the City of Ishpeming. This is a transitional position whereby the Office Manager will ultimately be trained to fully acquire the duties of the Treasurer within 6 – 12 months of assignment. Treasury Department roles include support to Payroll processing, disbursement payments, receivables, cash control procedures and general ledger balancing. The position administers city-wide policies, procedures, and regulations pertaining to these financial activities. Helps administer systems and operational plans

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necessary for documenting and maintaining legally required records.

Office Manager roles include overseeing all administrative duties in the City Hall front office and ensure that office is operating smoothly. Duties include management of a training program for cross-leveling operations, management of supplies and resources, customer service operations, development of office policies, procedures, process maps, office layout / organization for operational efficiency and other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports.

HR Roles may include assisting in the recruitment and interview process by posting open and new positions via appropriate media sites; maintaining knowledge of company benefit plans to include group health, life, disability, etc.; ensures employee benefit process is completed within required timelines for new enrollments, membership changes, and terminations; schedules and conducts new employee benefit orientation, assists with the annual group health enrollment process and ensures input of employee information; Ensures compliance with the Family and Medical Leave Act (FMLA). Performs the full spectrum of HR functions.

**PLANNING.** Responsibility for the day to day processing of a variety of accounting transactions, compilation and analysis of financial reports by subordinate employees while supporting the Treasurer. Including assisting in the collection of property taxes, and processing delinquent personal property taxes. Supports payroll operations and maintenance of supporting documentation, ensuring the timely disbursement of payroll checks and monthly reporting requirements. Assists in the disbursement of payments to vendors using appropriate funds. Posts and inputs data verified against source documents into accounting system. Keeps detailed supporting documentation files with listings and reports. Tracks collections of miscellaneous receivables. Supports the daily check processing operation, daily close out and performance of a full range of cash control procedures and computations. Processes checks and receipts at a teller's window when required. Manages the front office customer service programs for billing, collections and general questions with correspondence via email, telephone, in writing and in person. Ensures the integrity, accuracy and timeliness of accounting transactions. Reviews and evaluates incoming source documents, identifies discrepancies and takes corrective action. Maintains contact with all levels of management and operating officials. Based on funds available or funds needed for long-range planning, recommends adjustments to the plans. Provides supporting documentation for recommended changes to plans in view of existing and projected capabilities and needs. Responds to questions from customers and coworkers regarding accounting data discrepancies. Plans, organizes and directs the front office of City Hall. Performs staff planning, coordination, and supervision of activities establishing objectives, standards and goals for the successful accomplishment of the

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programs. Plans and schedules work assignments on a short, near and long-range basis (i.e. 3-6 months, 6-12 months and 3-5 years) for accomplishment. Provides information and advice to City management staff and the City Manager to accomplish work assignments as scheduled, budget estimates, changes in techniques and standards. Establishes and evaluates the annual and long-range requirements (up to five years).

**WORK DIRECTION.** Establishes a good working climate to encourage employees to participate in achieving management goals, and to promote efficient and economical work operations. Organizes, coordinates, and directs the work activities and personnel of the units supervised. Assigns and explains work requirements to subordinate levels of supervision, sets deadlines and sequence of operations, directs rearrangement of space and development of specialized tools and equipment as necessary. Maintains balanced workloads for subordinate work groups or units, shifting work among subordinate units for most effective operations. Reviews and analyzes production, cost, and personnel utilization records to evaluate progress of work and to control or reduce costs; studies continuing problems; and takes or recommends necessary corrective actions. Reviews implementation of directives and policies and the status of maintenance and repair of facilities and utility systems. Based on review of plans, preventive maintenance records, and personal inspection of the activities, conducts conferences/meetings with personnel to discuss plans, budgets, priorities, etc. Prepares operating instructions, standard operating procedures / protocols, and work schedules; develops quality and quantity standards; spot-checks work operations; develops safety plans; and reviews completed work and inspection reports to assure that quality standards are met. Coordinates work operations as needed with the supervisors of other organizations and functions.

**ADMISTRATION.** Performs the full scope of personnel management responsibilities. Supervises a workforce of approximately four (4) personnel. Recommends promotion or reassignment of subordinate supervisors, makes formal appraisals of their work performance, and determines training needs for all levels of subordinate supervisors and workers. Promotes and administers a variety of management programs for the units supervised, such as safety, cost reduction, incentive awards, beneficial suggestions, and quality assurance within policies and procedures established by higher authority. Assures that subordinates effectively carry out policies to achieve management objectives. Schedules leave of subordinates, and reviews personnel actions and employee performance appraisals with the City Manager. Acts on personnel problems. Assures that appropriate production reports and administrative records are maintained. Periodically reviews job descriptions of subordinates for currency and accuracy and recommends necessary changes; reports detailing of employees to jobs other than their own. Initiates or participates in review and improvement of work methods, organizational features, and the structuring of positions to eliminate unnecessary ones and achieve optimum content in those remaining.

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Performs the full spectrum of HR functions for the City.

**2. PROGRAM CONTROLS.** Must be familiar with and be able to provide oversight and direction in several key program areas.

- a. Develop, review, and update long-term plans to improve budgetary and office staff operations.
- b. Receive and investigate complaints regarding policy, procedures, and front office employees.
- c. Prepare and present annual budget requests, administer budget, ensure that office spending is kept within the approved budget, and purchasing procedures are properly followed.
- d. Research, write, and administer grants. Monitor all funds received from grants, the sale of permits, reports, other service fees.
- e. Oversees the purchase, maintenance, and allocation of office equipment and supplies. Develops specifications and administers the purchasing process according to established procurement procedures.
- f. Plan, direct, monitor, and schedule professional training for departmental employees.
- g. Responsible for supervision and administration of front office activities.
- h. Compiles and maintains a variety of departmental records including employee training, requests for service, and other related information. Compiles statistics and prepares reports to conform to a variety of internal and external reporting requirements.
- i. Serves as departmental liaison. Maintains cooperative relations with peer agencies, neighborhood and community groups, and other civic units. Participates in and represents the City at meetings, seminars, and lectures related to management and financial activities of the office.

### **CONDITIONS OF EMPLOYMENT.**

1. This position is Essential. In the event of an emergency, such as a weather or other unforeseen event(s), the incumbent must continue to perform their essential duties until relieved by proper authority. By Essential designation, this position may be recalled and/or cannot be vacated during a city emergency or event without seriously impairing the capability of the organization to function effectively.
2. The incumbent must sign a Essential position agreement as a requirement of the position.
3. The incumbent may be required to work extended hours both scheduled and unscheduled.
4. Required to provide a Financial Disclosure packet to be kept on file and updates at least bi-annually

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**MINIMUM QUALIFICATION REQUIREMENTS.**

A Bachelor's degree, or an equivalent level of training and experience.

Five or more years of progressively more responsible experience.

Skill in compiling and evaluating complex data and formulating policy and service recommendations.

Skill in the use of standard office equipment, including computers and related software.

Ability to exercise a high degree of diplomacy in contentious or confrontational situations.

Ability to maintain accurate records and prepare comprehensive reports.

Ability to maintain discipline, lead and command employees effectively under emergency conditions, and work effectively under stress and within deadlines and changing work priorities.

Ability to exercise good judgment, initiative, resourcefulness, and maintain effective working relationships with the public, other professionals, the media and City officials, administrators, and employees.

Ability to work shifts of varying lengths and different times of the day, including weekends and holidays, as necessary.

**FLSA COMMENTS / EXPLANATIONS.**

DUTIES OF THE POSITION DO NOT MEET THE EXECUTIVE EXEMPTION CRITERIA SET FORTH IN 5 CFR 551.

**EXECUTIVE EXEMPTIONS.**

- a. Exercises appropriate management responsibility (primary duty) over a recognized organizational unit with a continuing function, AND
- b. Customarily and regularly directs 2 or more employees, AND
- c. Has the authority to make or recommend hiring, firing, or other status-change decisions, when such recommendations have weight.