

## **LIVINGSTON COUNTY JOB DESCRIPTION**

### **OFFICE MANAGER – BUILDING INSPECTION**

**Supervised By:** Building Official and Deputy Building Official  
**Supervises:** May serve as a designated leader for other clerical personnel  
**Department:** Building Inspection  
**FLSA Status:** Non-Exempt

#### **Position Summary:**

Under the supervision of the Building Official and Deputy Building Official, this position is responsible for overseeing administrative support for staff in delivering timely and accurate customer service to the public, managing front desk operations, and contributing to office efficiency through software implementation and the development of office-wide standards.

#### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Leads the administrative support staff of the Building Department, including participation in the interviewing and hiring process. Reviews and evaluates staff as necessary. Works with other managers on employee relations matters.
2. Leads or co-leads the development, customization, and implementation of department-wide program management, including BS&A, BD.Net, OnBase, and other software as needed. Serves as the system administrator for office-wide software programs, handling staff additions and deletions, report generation, keyword management, and system updates. Creates and updates user guides and provides training as needed.
3. Participates in employee performance evaluations and recommendations for the Administrative Specialist's step increases.
4. Plans and coordinates work assignments for administrative support staff, including reviewing and approving time-off requests, payroll hours, and expense reports.
5. Acts as the lead cash handler for the Department and reconciles payments with the Financial Services Coordinator.

6. Provides lead oversight of fund balancing and manages the use of ER Cash Receipting software. Oversees daily cash journal documentation for all permitting agencies, including the Building Department, Environmental Health, and the Drain Commissioner's Office.
7. Manages the use of historic permit document lookup using Laserfiche software.
8. Manages and reviews employee expense claims. Manages and approves supply requisition claims. Manages P.O. work order claim requests for staff and vendors.
9. Reviews and updates existing policies or develops new policies and procedures to enhance office operations and customer service. Creates and maintains standard operating procedures to implement recommended changes.
10. Performs all other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or GED with supplementary vocational or college-level training in secretarial science, office management or similar instruction and four years of progressively more complex experience in providing clerical and administrative support.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Valid Michigan Vehicle Operator's License
- Notary Public Certification
- Good leadership skill and the ability to suggest new and improved office techniques as well as quickly grasp the intricacies of administrative systems for the assigned department.
- Strong working knowledge of office procedures, file setup and maintenance, math and bookkeeping principles and application and administrative support techniques.
- Skill in effectively communicating assigned areas of responsibility orally and in writing and coordinating the workload of others.

- Strong skills in proofreading, performing arithmetic calculations, maintaining accounts and records, and following and suggesting refinements to procedural systems.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Demonstrated skill and experience in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the assigned department and new technologies.
- Ability to effectively communicate with people during difficult and uncomfortable situations.
- Skill in word processing and data entry.
- Ability to perform project management.
- Knowledge of permitting software and all permitting processes.
- Knowledge of various databases used in our department's functionality, like BS&A and Laser Fiche.
- Ability to analyze all documents provided for permit application, including township approvals, correct construction plans, State of Michigan licensing, and signatures.
- Ability to communicate with all customers and clearly explain departmental requirements.
- Ability to multi-task daily including answering phones, responding to questions, filing proper paperwork, blueprints, and project folders in the correct location.
- Ability to handle cash transactions; prepare and process purchase orders. Bill or reconcile records, including departmental budget records and other related information such as subcontracts. Manage inventory, property, or loss control. Authorized to purchase goods or services worth more than \$100 without securing approval from another authority and/or able to make recommendations that impact resource allocation.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)