

MURRIETA VALLEY CEMETERY DISTRICT

Laurel Cemetery/District Office 42800 Ivy Street Murrieta, CA 92562

Phone: 951.677.4223 Fax: 951.677.5559

Send resume or Application to: gm@murrietacemetery.org or FAX

Job Description Office Manager

Posted October 2, 2023 - Closes October 18, 2023

Hourly Position: \$26.00 to \$28.00 per hour

Definition:

Under direct or general supervision from the Board of Trustees, performs a variety of routine to complex office administrative, secretarial and clerical duties in support of General Manager and the Board of Trustees, including document preparation, records management, and data entry; provides general clerical support on behalf of designated supervisory and managerial positions, interact frequently with the public and provides information or directs questions and requests to the appropriate staff. Performs other duties as required.

Exercises no direct supervision over staff except in the absence of the General Manager. May provide technical and functional supervision to lower-level staff.

Distinguishing Characteristics:

Capable of performing a full range of administrative and office support, including document preparation, records management, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Assignments vary and are performed with greater independence while exercising judgement and initiative. Receive only occasional instruction or assistance as new or unusual situations arise and become fully aware of the operating procedures and policies of the work unit. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Perform a wide variety of specialized technical and administrative support. Responsibilities require the use of tact, discretion, and independent judgement as well as knowledge of departmental requirements. The work requires interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions.

Important and Essential Duties Under Direct Supervision of Manager

- Perform a wide variety of routine to complex administrative and clerical duties to support district operations, including filing, preparing records and monthly reports, warrants and deposit, permits, accounts payable, cashiering duties, and ordering and maintaining office and other related supplies.
- Assist families with selecting (on the grounds) and purchasing plot/niche, filling out paperwork and receiving monies.
- Screen calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, and rules in response to inquiries and complaints from the public; assists the public and directs them elsewhere when appropriate; represents the District to all callers and visitors in a professional customer friendly manner.
- Organizes and carries out administrative assignments; research, compiles and organizes information from various sources on a variety of specialized topics related to programs in assigned area.
- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
- Checks and tabulates standard mathematical or statistical data; may summarize such information and prepare periodic reports.
- Upon General Manager's approval, calculates bi-weekly timesheets.
- Verifies and reviews forms and reports for completeness and conformance with established regulation and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items, bid documents, regulatory submittals, and documents associated with departmental projects; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Assembles and distributes agenda and related information to the Board in advance of meetings.
- Attends Board of Trustees meetings; takes minutes and then transcribes and types them; checking for punctuation, spelling, and grammar; making corrections to drafts.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Distributes service requests and facility reservations.
- Receives, opens, sorts, and distributes incoming mail; prepares and distributes outgoing mail.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in files.

- Coordinates travel arrangements and accommodations for personnel and Board Members for attending out of area conferences or educational meetings; submits all related paperwork.
- Coordinates special projects as assigned.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other office equipment.
- Maintains accurate records of work performed.
- Organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
- May coordinate community outreach and event details, under the direction of assigned management staff.
- Provides training to lower-level and new staff as required.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other assigned duties.

Job Related and Essential Qualifications

Knowledge of:

- Computer applications related to work, including MS Word, web design, Excel spreadsheet applications, QuickBooks Online, Pontem and Osiris Cemetery Software.
- Business math and basic statistical techniques.
- Recordkeeping principles and procedures.
- Organization and function of public agencies, including the role of elected Trustees and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned; Health and Safety Codes, Ralph M. Brown Act, and Fair Political Practices Commission (FPPC).
- Modern office administration and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision, despite frequent interruptions and or distractions.

- Take dictation or notes for lengthy periods when numerous people are speaking, such as meetings and conferences.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Learn, interpret, apply, and explain district policies and procedures, laws, and rules.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations, including percentages, multiplication, and division of fractions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications.
- Understand and follow oral and written instructions.
- Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgement within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications/License of Certificates Required:

Experience:

Applicants for the Office Manager position shall have any combination of training and/or experience in performing the above-mentioned duties.

Education/Training:

High School Diploma or equivalent, supplemented by specialized training in business or secretarial science.

Licenses and Certifications:

Valid California Class C Driver's License with satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle and to visit various meeting sites, make bank deposits, vision to read printed materials and a computer screen; and hearing and speech to communicate in person (bi-lingual desirable), before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas and grounds may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 50 pounds.

Environmental Elements:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Exposure to various colognes/perfumes, scented candles, air fresheners and dust from printing cartridges. Exposure to many outdoor allergens such as crab grass, rye grass, pepper trees, eucalyptus trees and pine trees.

Examination Process:

All appointees are subject to the successful completion of a pre-placement physical examination that includes a drug screening. Applicants will be required to submit verification of the legal right to work.

Benefits

- CalPERS Retirement Plan
- Health and Dental Insurance
- Paid Holidays
- Vacation and PTO