

ORANGE COUNTY CLASS SPECIFICATION

TITLE: OPERATIONS MANAGER GRADE: 15

TITLE ABBREVIATION: OPERATIONS MGR **TITLE NO.:** 568260

JURIS.CL: C **SALARY CODE:** 07 **UNIT:** M **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: HUMAN RESOURCES **DIVISION:** ADMINISTRATION

SUPERVISOR'S TITLE: COMMISSIONER OF HUMAN RESOURCES

DISTINGUISHING FEATURES OF THE CLASS: This work involves the responsibility for the performance of administrative tasks of a highly responsible and confidential nature and diversified relevant administrative functions within the Department of Human Resources. An incumbent in this class is expected to organize work and independently perform duties of the office to relieve the Commissioner of administrative matters. Under general supervision provides services of secretarial and office management nature. Directly supervises Receptionist, Senior Clerks and Clerk II within the Department. Does related work as required.

TYPICAL WORK ACTIVITIES:

Serves as an assistant to the Commissioner, maintaining calendar appointments and scheduling meetings; prepares related correspondence and assembles a variety of data from office records;

Manages the administrative office of the department, coordinating and overseeing operations including personnel and civil service administration, budgeting, purchasing, contract preparation, tracking of legislative requests, and supervising subordinate staff;

Relays directives to supervisory personnel and follows up on their completion in accordance with delegated responsibility;

Communicates with elected officials, department heads, county employees, the public, and outside agencies on behalf of the Commissioner regarding issues related to the department;

Develops and maintains an organized system of administrative records and reports including records retention; maintains all confidential correspondence that must be retained in office files;

Assists in the recruitment of personnel following civil service procedures; collects and prepares new hire paperwork and processes personnel and payroll transactions; acts as a point-of-contact to county departments concerning personnel, payroll, and benefits pertaining to employee records;

Assists with preparation of the department budget; maintains and supervises costs accounts;

Screens callers and visitors to determine the nature of the inquiry, responds to questions on established policy and procedure or refers to the proper person;

Uses computer applications and business equipment such as database software, spreadsheets, word processing, power-point presentations, scanners, e-mail in performing work assignments;

Prepares correspondence, memoranda, reports, minutes of meetings, and other related materials;

Directly supervises Receptionist, Senior Clerks and Clerk II within the Department;

Performs special and confidential assignments as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern office practices, procedures, and equipment; thorough knowledge of functions procedures, organization and governing regulations of the department; good knowledge of English and business math; computer literacy and skill in operating standard business equipment, computer applications, and technology; ability to demonstrate keyboard proficiency; ability to compose and maintain detailed reports; ingenuity and resourcefulness in handling confidential administrative problems; ability to plan and supervise the work of others; ability to present written and oral comments and opinions clearly and concisely; tact and courtesy; good judgment; thoroughness and dependability; physical condition commensurate with the demand of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of an Associate's Degree or completion of 60 credits and three (3) years of secretarial or office clerical experience including the use of word processing software, one (1) year of which involved overseeing and/or directing the work of others; or
- (B) Graduation from high school and four (4) years of secretarial or office clerical experience including the use of word processing software, one (1) year of which involved overseeing and/or directing the work of others.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ADOPTED: 6/13/2026

f/k/a CONFIDENTIAL SECRETARY TO THE COMMISSIONER OF HUMAN RESOURCES