

**Alaska Court System
Class Specification**

ADMINISTRATIVE OFFICE MANAGER

Range: 15

EEO4: 06

SOC: 11-3012

Class Code: C3803

Definition:

The Administrative Office Manager is a single-position job class responsible for supervision and oversight of all administrative and clerical support functions necessary for day-to-day operations of the administrative offices of the Alaska Court System. Under the general direction of the Deputy Administrative Director, the Administrative Office Manager performs a variety of administrative support tasks and supervises Administrative Assistants who support the Deputy Administrative Director, senior managers, and staff attorneys. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees.

Distinguishing Characteristics:

The Administrative Office Manager performs technical-level duties to coordinate and process day-to-day administrative activities. The incumbent must understand administrative guidelines, policies, procedures, and processes in order to apply them, or advise others on how to apply them. Tasks assigned require independence, judgment, and initiative in determining office and staff needs, in prioritizing and organizing work and in determining appropriate action to be taken.

Supervision Received: The Administrative Office Manager works under the general direction of the Deputy Administrative Director. Supervision and evaluation are based on the overall production and efficiency of the functions and staff supervised by the incumbent.

Supervision Exercised: The Administrative Office Manager is directly responsible for the recruitment, training, evaluation, and discipline of Administrative Assistants and other staff assigned to provide administrative and clerical support in the administrative offices. The incumbent may also settle informal disputes or recommend resolutions among subordinate employees. Responsible, independent judgment is exercised in these functions.

Examples of Duties:

Plan, assign, and review the work of subordinate employees. Establish daily work priorities and schedules. Monitor the daily workflow and act as liaison between the Administrative Assistants and the staff they support.

Interview, hire, train, evaluate, and discipline subordinate employees. Prepare interim and annual performance evaluations. Review and approve leave requests.

Provide primary administrative and executive secretarial support for the Deputy Administrative Director, Administrative Attorney, Facilities Manager, Therapeutic Courts Program Coordinator, or other senior staff.

Coordinate travel for administrative staff members; arrange transportation and accommodations; prepare and submit travel documentation for processing.

Prepare a variety of administrative correspondence, forms, and reports.

Maintain proficiency in use of computer systems and office software programs and upgrades; provide training and technical support to staff. Serve as the primary point of contact for senior staff computer and software questions.

Track training and the use of leave for all administrative and senior staff.

Assist with meetings, trainings, and conferences by scheduling conference rooms, preparing agendas, and copying necessary materials to be distributed to participants.

Complete special projects requiring research and compilation of data and information on a variety of topics.

Maintain files and filings for the Therapeutic Courts Program Coordinator.

Compile monthly reports from all project coordinators and put the information into a comprehensive report for the Therapeutic Courts Program Coordinator.

Collect, review, process, and track bills for Therapeutic Court-related activities. Track costs for each court and for specific grants.

Respond to questions or requests for information; gather requested information, data and statistics.

Knowledge, Skills, Abilities:

The Administrative Office Manager requires knowledge of:

- Administrative processes, policies and procedures such as personnel, purchasing and inventory, and financial monitoring.
- Supervision and training principles and techniques.
- The organizational structure of the Alaska Court System.

The Administrative Office Manager requires skill in order to:

- Use computer information systems, standard and specialized office software, and database applications.
- Organize, set priorities, and coordinate a variety of administrative functions.

- Analyze situations accurately and take prompt, effective action.

The Administrative Office Manager requires the ability to:

- Work under pressure with a high degree of independence; set and adhere to time constraints.
- Comprehend written material and interpret and apply rules and instructions.
- Communicate effectively, both orally and in writing, with staff and the public.
- Establish and maintain cooperative working relationships with others.

Minimum Qualifications:

Graduation from high school or completion of a General Education Development (GED) certificate.

AND

Five years of progressively responsible office clerical experience of which at least two years were at the advanced level performing specialized complex clerical work and/or a wide variety of administrative clerical services requiring independence, judgment and initiative in determining office needs, prioritizing and organizing work, and determining appropriate action to be taken. The required advanced level clerical experience is met by service such as a Court Case Manager 1, Court Case Manager 2, Courtroom Judicial Assistant, Clerk of Court 1, Clerk of Court 2, Chambers Judicial Assistant or Court Supervisor with the Alaska Court System, or equivalent experience with another employer.

AND

The ability to keyboard at least 40 words per minute (net).

OR

A bachelor's degree from an accredited college in any field.

AND

Two years of advanced level office clerical work experience performing specialized complex clerical work and/or a wide variety of administrative clerical services requiring independence, judgment and initiative in determining office needs, prioritizing and organizing work, and determining appropriate action to be taken. The required advanced-level clerical experience is met by service such as a Court Case Manager 1, Court Case Manager 2, Courtroom Judicial Assistant, Clerk of Court 1, Clerk of Court 2, Chambers Judicial Assistant, or Court Supervisor with the Alaska Court System, or equivalent experience with another employer.

AND

The ability to keyboard at least 40 words per minute (net).

NOTE: The Administrative Office Manager is in the partially-exempt service; the incumbent serves “at-will” to the appointing authority.

10/09 – Original

06/10 – WPA

09/13 – Revised

06/14 – Revised MQ’s, KSAs, Duties, Title

08/14 – Revised MQ’s

05/15 – Change EEO4

09/18 – Change SOC Code

03/23 – Revised