



POSITION VACANCY NOTICE
CITY OF KETCHIKAN

March 13, 2026

TITLE: OFFICE MANAGER			
DEPT / DIVISION:	Electric		
STATUS:	Regular Full-time	HOURS/DAYS:	Monday – Friday 8:00 AM – 5:00 PM
GRADE / STEP:	851/ A - X	DUTIES:	See attached job description
HOURLY/SALARY:	\$28.17 - \$39.71 DOQ	UNION STATUS:	NO

SPECIAL REQUIREMENTS:
Four years of increasingly responsible office administrative and secretarial experience; experience in a municipal government is highly desirable.

ADVERTISING REQUIREMENTS	
POSITION IS OPEN UNTIL FILLED	
WHERE:	Local Only <input type="checkbox"/> Statewide <input type="checkbox"/> Pacific NW <input type="checkbox"/> National <input type="checkbox"/>
WHO:	Major papers in specified area: Ketchikan Daily News Special agencies/associations: Job Service
OTHER:	City of Ketchikan Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
THE CITY OF KETCHIKAN, 334 FRONT STREET, (907) 228-5631 OR ON-LINE AT
<https://www.ketchikan.gov/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

OFFICE MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, performs a full range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of the Department with only occasional instruction or assistance; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail including the administration of assigned programs and operations; and assists management staff with special programs, projects, and research. This position involves competing demands, performing multiple tasks, managing deadlines and occasional work beyond regular business hours.

The Office Manager classification is distinguished from the Administrative Assistant class in that incumbents in the Office Manager class perform a full range of executive staff support to the entire Division. This class performs the more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independent judgment. Incumbents in the Office Manager class are assigned significant responsibility for carrying out administrative duties, frequently of a complex, highly sensitive, and confidential nature in an assigned functional area, often in a rapidly changing environment. Incumbents may also supervise a small number of staff and perform technical duties in support of assigned operations. In addition, incumbents will have the responsibility of Managing the office functions of the Department.

The City of Ketchikan/Ketchikan Public Utilities Department provides a variety of services to support the Department. The Office Manager - contributes to Departmental operations by performing administrative duties in support of the Department Manager. The Office Manager - must perform these duties in a manner that reflects positively on the City and the Department. He/she is responsible for maintaining a level of professional expertise and image that promotes efficient use of the resources available to the Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a wide variety of varied, complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions in support of Department with only occasional instruction or assistance; relieves supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
2. Plans, coordinates and organizes work activities; recommends improvements in workflow, procedures, and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required; organizes and maintains filing systems.
3. Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved, and that clerical functions are properly assigned and monitored.
4. Establish a historical reference for the office by outlining procedures for protection, retention, record disposal, retrieval, and staff transfers.

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5. Drafts and/or types, word processes, formats, edits, revises, and prints a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, ordinances, resolutions, technical and statistical charts and tables, and other specialized and technical materials from rough drafts, dictation, modified standard formats, and brief verbal instructions.
6. Proofreads, verifies, and reviews materials, applications, records, and reports for accuracy, completeness, and conformance with established standards, regulations, policies, and procedures; ensures materials, reports, and packets for signature are accurate and complete.
7. Serves as liaison between assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives and screens office and telephone callers; calendars appointments; responds to complaints and requests for information relating to assigned responsibilities; refers callers and/or complaints to appropriate City staff for further assistance as needed and/or takes or recommends actions to resolve the complaint.
8. Schedules all meeting rooms with staff and the general public.
9. May direct the work of others by coordinating and communicating office activities and operations while applying policies, rules, processes, and procedures; manages office functions to schedule coverage,.
10. Receives and screens communications to the Department/Division including office visitors, telephone calls, e-mail messages, and mail; provides assistance using independent judgment to determine those requiring priority attention.
11. Answers inquiries and provides the general public and a wide variety of public and private agencies with information and assistance including technical and comprehensive details of services, policies, contracts, and procedures.
12. Coordinates and maintains a control file of management work in progress and expedites its completion between managers and departments.
13. Develops, revises, and maintains standardized and master documents; composes correspondence, reports and informational materials; assists in designing and producing technical information handouts; copies, disseminates, and posts documents and information as appropriate.
14. Maintains accurate and up-to-date office files, records, and logs for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs other specialized or technical documents processed; maintains and processes payroll records.
15. Assumes responsibility for the record keeping functions of the department; prepares proper forms; and coordinates with required agencies.
16. Maintains Personnel Action Forms (PAF's) for the Department; maintains employee, evaluations. Ensures Human Resources policies and procedures are followed as it relates to recruitment, maintaining applications, rejection letters and offers of employment.
17. Coordinates with other departments to allocate available resources and enable successful task performance. Prepares operational reports and schedules to ensure efficiency.
18. Utilizes various computer applications and software packages; develops, enters data, maintains, and generates reports from a database or network system; creates and administers mailing lists; designs,

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maintains, and utilizes data to develop reports using spreadsheet software; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.

19. Assists in assembling and preparing the annual budget for assigned area; monitors expenditures against budget; prepares purchase requisitions and requests for payment. Creates and updates records and databases with personnel, financial and other data.
20. Attends to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information, and keeping reference materials up to date; organizes and maintains office and specialized files in accordance with the City's records management program.
21. Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned; schedules meetings; coordinates arrangements and sets up meeting rooms; notifies participants; prepares and/or assembles meeting materials.
22. Coordinates, makes, processes, and confirms staff travel arrangements; arranges for transportation and accommodations for travel, checks and processes expense claims.
23. Prepares special reports and performs special projects that may require researching, gathering, and organizing information from a variety of sources; assists departments with special projects as assigned; researches information as requested.
24. As assigned, arranges and coordinates meetings for assigned commission, board, agency, and/or other groups; drafts and finalizes agendas, minutes, and correspondence; coordinates assembly and distribution of agenda packets; prepares legal notices for publication and mailing; attends meetings and takes, transcribes, and assures proper distribution and filing of minutes, resolutions, and ordinances.
25. Assumes responsibility for preparing informational packets for the City Council and various staff meetings; compiles and prepares the monthly Manager's Report documents for City Council meetings.
26. Records the minutes for any assigned meetings for the department and maintains a file of minutes for such.
27. Serves on special committees and task forces as assigned.
28. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic functions of public agencies including the role of an elected Council and appointed boards and commissions.

Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

Basic principles and practices of supervision and training.

Office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and databases.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Principles and practices of sound business communication.

Principles of business letter writing and report preparation.

Basic principles and practices of budget preparation and administration.

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Office Manager (Continued)

Records management principles and procedures including record keeping and filing principles and practices.
Methods and techniques of proper phone etiquette.
Mathematical principles.
English usage, spelling, grammar, and punctuation.
Customer service and public relations methods and techniques.

Ability to:

Perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand the organization and operation of the Telecommunications Department as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and Telecommunications Department policies and procedures.

Interpret and apply applicable federal, state, and local laws, codes, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Learn and effectively utilize various software applications.

Learn and apply new information and skills.

Type or enter data at a speed necessary for successful job performance.

Participate in researching, compiling, analyzing, and interpreting data.

Prepare clear, accurate and concise records and reports.

Establish, organize, and maintain a variety of specialized files and records.

Independently prepare correspondence and memoranda.

Perform mathematical calculations.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Plan and organize work to meet changing priorities and deadlines.

Understand and carry out oral and written directions.

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.

Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to completion of the twelfth grade. Supplemental specialized or college level course work in business administration, office management, secretarial science, or a related field is highly desirable.

Experience:

Five years of increasingly responsible office administrative and secretarial experience. Experience in a municipal government is highly desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 8-51
Job Position Code:
38327 Union: No
FLSA: Non-
Exempt Date
Approved:
Date Created: June, 2007 (*Johnson & Associates*)
Date Amended: October 2023

Human Resources Manager Approval

City Manager Approval