



**CITY OF CONCORD (NH)**  
invites applications for the position of:

**OFFICE MANAGER-BOOKKEEPER (Fiscal Supervisor) - Engineering**

**SALARY:** \$19.66 - \$28.47 Hourly  
\$40,892.80 - \$59,217.60 Annually

**OPENING DATE:** 07/06/18

**CLOSING DATE:** Continuous

**DESCRIPTION:**

**DEPARTMENT:** Community Development Department, Engineering Division

**TYPE OF EMPLOYMENT:** Permanent Full Time, 40 Hours Weekly, Days

**SALARY RANGE:** \$19.66 - \$28.47 Hourly DOQ, with a competitive flexible benefits package.

**APPLICATION INSTRUCTIONS:**

**CLOSING DATE:** Open until position filled.

**Instructions for Applying: A City Application is required.** An application may be completed online and submitted electronically by visiting the City of Concord web site at [www.concordnh.gov](http://www.concordnh.gov). For more information on applying, call (603) 225-8535 (voice) or TTY at 800-735-2964 or 7-1-1.

"An Equal Opportunity Employer M/F/DP/V"

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**Job Summary:**

Assists in coordinating a division office in the performance of work associated with the processing of fee collection, billing, accounting, and other financial transactions. Maintains general ledgers by posting credits and debits; reconciles accounts; processes accounts receivables; processes and tracks purchase orders and permit applications; processes employee payroll; monitors and tracks budget expenditures. Supervises the administrative staff and administrative functional areas of the office, and provides courteous customer services. Independently resolves administrative problems for the office. Relieves the City Engineer of administrative details by composing correspondence on own initiative, scheduling meetings and appointments, responding to requests for information, and addressing complaints. Handles confidential and/or sensitive information requiring use of discretion. Maintains files, including databases, operating budget, departmental correspondence, and other relevant documents. Acts as Clerk for the Engineering Division inspections and permitting.

**EXAMPLES OF DUTIES:**

Carries out administrative supervisory responsibilities in accordance with City policies, procedures, and applicable laws, including interviewing, hiring, training, appraising performance, rewarding and disciplining administrative employees, addressing complaints, resolving problems, and planning, assigning and directing administrative work.

Performs, plans, schedules, monitors and evaluates the financial and administrative work and that of administrative personnel in order to accomplish the objectives of the Division and to effectively utilize resources, including oversight of payroll, personnel file management, service request tracking, accounts receivable (A/R), and accounts payable (A/P).

Interacts with the general public to provide information, respond to inquiries, and resolve complaints; identifies reoccurring problems and develops solutions.

Answers and directs incoming division telephone calls; greets visitors and escorts or directs them to appropriate people or area.

Resolves administrative problems related to the efficient operation of the office, enforces policies; resolves computer and equipment malfunctions.

Handles confidential or sensitive information requiring the use of discretion and tact.

Maintains time and attendance records; processes payroll, accounts payable.

Prepares/calculate all new fee schedules for submission to Council for approval.

Develops new office procedures to increase efficiency, tracks work flow, implements cross training procedures.

Resolves problem account issues; and collection correspondence for bad debts; payroll and position control.

Assists division heads and other supervisors addressing inquiries and resolving problems; prepares correspondence, administers contracts, monitors budgets, designs reports and researches problems.

Works with the Finance Department to reconcile discrepancies; monitors, tracks, and reports on monthly expenditures including grant funded projects.

Completes year end processing for purchasing, accounts payable, open invoices, and open purchase orders.

Interacts with staff from other departments, elected officials, and the general public in person, by telephone or by e-mail in order to respond to inquiries, exchange information, receive complaints, resolve problems, and efficiently accomplish goals and objectives.

Updates and maintains division Website including meeting dates, agendas and minutes; and Divisional fees, forms and applications.

Utilizes and supervises the use of the City's financial and permitting software programs and databases for the Division, including assigning access and access levels, data entry, troubleshooting and training. Coordinates distribution and input of other Departments and Divisions. Coordinates permitting applications and activities including assisting customers.

Compiles and verifies information for further processing or to prepare financial, budgetary, or statistical reports. Manages and processes significant revenue intake.

Performs a variety of personnel-related tasks for the division, including maintaining personnel roster and files, processing vacant positions, and serving as a liaison between individual employees and Human Resources, Finance and IT offices.

Initiate Worker's Compensation claims; type reports and files with appropriate agency or office; makes follow-up telephone calls to ensure completed forms have been received and filed; completes supplemental reports on the status of report subjects.

Performs a variety of Administrative tasks associated with the operation of the division, including ordering supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.

Prints and mails permits, and files/archives associated documents.

Assists the general public and contractors with the completion of applications. Reviews and confirms fee calculations. Collects Divisional fees and impact fees.

Assists in preparation of annual operating budget; monitors monthly expenditures; works with financial section to reconcile discrepancies; maintains cash fund, makes deposits. Prepares Division fee adjustments annually.

Sets up and maintains alphabetic and numeric files so that documents can be field and retrieved in an orderly fashion. Assigns work to and trains other administrative staff.

Attends meetings on behalf of division staff; may take and transcribe Minutes.

Performs other related duties as assigned.

## **TYPICAL QUALIFICATIONS:**

### **Minimum Qualifications Required**

**Education and Experience:** (Depending on area of assignment)

Associate's Degree from an accredited two-year institution or technical school in business or accounting; or any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Four years of progressively responsible clerical and fiscal experience, at least one year of which included experience performing administrative clerical work including interaction with high level officials and managers; or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:** none

## **SUPPLEMENTAL INFORMATION:**

**Material and Equipment Used**

Personal Computer and/or Terminal  
General Office Equipment  
Multi-line Telephone  
Typewriter  
Copier  
Calculator  
Fax Machine  
Adding Machine  
Financial Software

**Knowledge, Skills, and Abilities****Knowledge of:**

Administrative policies and procedures related to the area of assignment.  
Administrative principles and practices, including goal setting and program budget development and implementation.  
Administration of staff and activities, either directly or through subordinate supervision.  
General management practices, business letter writing, standard clerical techniques, and modern office methods, procedures and equipment.  
Correct English usage, including spelling, grammar, punctuation, and vocabulary.  
Business mathematics and financial software, including accounting, percentages, decimals, statistics, general ledger accounts, A/P, A/R, payroll, etc.  
Technical terminology appropriate to the area of assignment, such as legal or financial terminology.  
Computers, including standardized and specialized software programs, applications related to the work including e-mail, spreadsheets, word processing, publishing software, database design and usage, familiarity with the Internet and Web page maintenance.  
Basic budgetary principles and practices.  
Techniques of effective time management.  
Record keeping, report preparation, filing methods, and records management techniques, including electronic files.

**Skills In:**

Communicate effectively and courteously with staff, the public, and other employees verbally and in writing.  
Entering and retrieving technical information from a computer in order to perform research, update records, process transactions, or respond to requests for information.  
Managing, computing, and processing financial data and information manually and with spreadsheets and financial software.  
Using tact, discretion, initiative, and independent judgment within established guidelines.  
Dealing courteously and diplomatically with the general public.  
Analyzing and resolving office administrative situations and problems.  
Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.  
Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff and coordinating administrative operations.  
Handle situations in which others may be angry or argumentative.  
Selecting and motivating staff and providing for their training and professional development.  
Understanding and carrying out complex written and oral instructions.

**Mental and Physical Abilities to:**

Read and interpret data and documents such financial information, safety rules, operation and maintenance instructions, procedure manuals, and other information related to effective operation of the functional area.  
Solve problems with a variety of variables in situations where only limited standardization exists.  
Interpret instructions in written and oral form.  
Establish and maintain effective working relationships with others.  
Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.  
The employee occasionally lifts light objects.

**Working Conditions:**

Work is performed in office meetings and in public forums.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.concordnh.gov>

Position #2019-06  
OFFICE MANAGER-BOOKKEEPER (FISCAL SUPERVISOR) - ENGINEERING  
CF

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603-225-8535

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