



CLASSIFICATION NO. 633

Established: 10/80

Revised: 3/91, 12/07

FLSA: Exempt

EEO: 6

## **OFFICE SUPERVISOR**

### **CLASS CHARACTERISTICS**

Under direction, to plan, organize and supervise the work of a small or medium-sized office support staff; to develop and implement office systems and procedures; to coordinate facility maintenance services for office location; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Office Supervisor oversees a small or medium-sized office support staff performing several routine office functions, such as reception, payroll, billing, word processing, record keeping, filing, client tracking systems, data entry, and public information services. Incumbents perform the most difficult and/or confidential duties in a program support area in addition to directly supervising subordinate personnel.

The Office Supervisor differs from the Office Manager which has broader responsibility to assist in management functions and directs administrative support services through subordinate supervisory or lead personnel. It also differs from the Administrative Specialist series which provides administrative support to a division or department manager, and generally does not have supervisory responsibilities.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans, assigns and schedules the work of assigned personnel; organizes and prioritizes work flow; provides orientation and training in office procedures and policies; provides backup office support as needed.
2. Hires and supervises clerical staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments; motivates employees to provide quality service to citizens.
3. Researches, recommends and implements technical and/or administrative revisions to office systems, procedures and policies; interprets laws, regulations, policies and department procedures to the public and other staff; audits internal controls and data for accuracy and compliance with policies.
4. Serves as intermediary between professional/technical and administrative staff in resolving conflicts and maintaining efficient office procedures and systems.

5. Coordinates the activities of contractors and County personnel providing maintenance, repair and purchase of equipment, supplies and services at office facility, including heating and air conditioning, electrical, plumbing, fire safety, security, telephone and other office equipment and office supplies.
6. Provides confidential administrative support to management; compiles and reviews data and prepares documents and reports; maintains computerized data bases.
7. Participates in preparing and updating division budgets; monitors office revenues and approves expenditures; responds to and resolves billing issues; prepares a variety of documents for processing and payment by Finance; monitors administrative aspects of service contracts.
8. May act as liaison to County's centralized human resources administration; researches personnel rules, issues and processes to provide information to department/division management and staff; under direction, prepares sensitive correspondence regarding discipline, grievances and discharge; completes forms and monitors personnel processes for compliance with County policies and procedures; completes and audits department/division payroll time sheets for reporting errors; applies staff time to appropriate budget/project numbers; develops and maintains department/division employee records.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of: Modern office practices, procedures and techniques; business English and composition, spelling, punctuation and grammar; basic math; bookkeeping and record keeping techniques; operation and maintenance of office machines; principles and techniques of supervision; office equipment, including personal computers and software programs.

Skill to: Communicate effectively, both orally and in writing; implement techniques and concepts of modern office management to coordinate activities, staff and work flow of an office support unit; supervise, train and evaluate personnel; establish and maintain effective working relationships with the public, staff, clients, county departments, other governmental agencies and businesses; operate office equipment, including personal computers and software applications; accurately prepare and proofread correspondence, reports and other documents.

### **WORKING CONDITIONS**

Within Finance Department, Facilities Management Division: Duties require reaching overhead, bending, grasping, fine motor control, the ability to lift and lower objects up to 35 pounds, and push 130 pounds, and frequent exposure to slippery surfaces and adverse weather conditions.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of four (4) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test. Some positions within Facilities Management must pass a pre-employment drug test.

Within Facilities Management employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual bases in compliance with State and Federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

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