

OFFICE SUPERVISORDEFINITION

Under general supervision, plans, assigns, supervises, and performs a variety of complex and responsible clerical, secretarial, and administrative duties.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Supervises and assigns the work of the clerical and dispatch operations of the assigned department. Reviews work upon completion for conformance with departmental requirements. Responds to complaints and requests for information in relation to the intent, coverage, and content of instructions, guides, precedents, and regulations. Conducts special studies relating to the development and implementation of office procedures and policies. Recommends organizational, staffing and procedural changes affecting administrative or clerical activities. Participates and assists in the administration of the department. Develops annual goals and objectives with clerical staff and monitors progress. Prepares comprehensive reports, and recommends expenditure requests for designated accounts. Reviews, logs, determines priority of, and routes correspondence. Plans and coordinates special events and meetings. Independently responds to letters and general correspondence of a routine nature. Researches, compiles, and analyzes data for special projects. Supervises, initiates, and maintains a variety of files and records. Supervises, trains, arranges work schedules and evaluates subordinates. Coordinates and directs the efforts of the Agency's Safety Committee. Performs related work as required. May be assigned the responsibility of Department Head Secretary. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

The Office Supervisor class is distinguished from other clerical and secretarial classes by responsibility for the functioning of the clerical section of a department. Performs complex and responsible clerical and administrative tasks, often for a department head, which requires a thorough knowledge of department procedures and precedents.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to graduation from high school and four years of increasingly responsible secretarial, and/or clerical experience, lead or supervisory experience, or any equivalent combination of education and experience which provides the desirable knowledge and abilities. Associates degree and bilingual in Spanish is desirable.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: English usage, grammar, spelling, and punctuation; modern office methods, procedures, equipment, and business letter writing; experience operating personal computers and business related software programs; strong customer service orientation; organization, procedures, and operating details of a municipal government department; excellent written, oral, and

interpersonal communication skills; recordkeeping principles and procedures; principles of supervision, training and performance evaluation.

Ability to: interpret and apply administrative and departmental policies, laws, and rules; may require typing accurately from clear copy at a speed of 50 words per minute; compose correspondence independently; compile and maintain complex and extensive records and files; understand and follow oral and written directions; supervise, train and evaluate subordinates.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful Office Supervisor is a well-organized self-starter who works well independently and completes tasks with a minimum of instruction. This individual is highly dependable and easily coordinates a wide variety of tasks and levels of priority and is comfortable working in a fast-paced environment with strict deadlines. The Office Supervisor is helpful, pleasant and customer-service oriented, yet very aware of the importance of confidentiality and handles sensitive matters with discretion. When performing supervisory duties, the Office Supervisor is an effective team builder who treats all employees fairly, maintains high morale and is dedicated to quality service.

Class title established per Council Resolution No. 85-38,
effective 3-4-85

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