



CLASS SPECIFICATION

Class Code: 60000024
Date Established: 08/2023
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 12 months

OFFICE SUPERVISOR

DEFINITION

Under general supervision, oversees and performs a variety of specialized and complex administrative support duties for an assigned department or division; provides direct supervision over clerical support staff; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Four years of full-time progressively responsible clerical experience to include proficiency with multiple types of computer software; OR an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

Licensure as a Notary Public may be required based on area of assignment.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Senior Office Specialist classification by responsibility for direct supervision over clerical support staff.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned staff including staff selection, assigning, scheduling, and reviewing work, providing training in proper work methods and procedures, performance evaluation, coaching and mentoring, providing professional development, and implementing discipline and conflict resolution procedures when necessary.

Manage administrative and office support functions for an assigned area, division, or department to include delegating work assignments, identifying necessary workflow improvements, and providing direction on administrative issues.

Develop and implement goals, objectives, and guidelines for area of assignment; evaluate and implement changes in office and departmental operating processes and procedures to include improvements in workflow, office procedures, equipment, and documentation.

Oversee a variety of technical record keeping systems ensuring compliance with applicable department policies and procedures.

Perform a wide range of more complex and specialized administrative support duties to include conducting special projects, analytical studies, and presentations.

Monitor and assist in the preparation of assigned budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity; process purchase orders, invoices, etc.

Oversee the utilization of department software by coordinating implementation, training staff in proper use and application, assisting problem resolution at the user level or contacting Technology Services; monitor operations to ensure that systems, methods, and procedures are used correctly and efficiently.

Coordinate assigned services and activities, production, and distribution of materials with other divisions, external agencies/organizations, the public, and government officials to enhance the effectiveness of assigned area.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

Department/division operations, services, and processes.

Principles of project planning, implementation, and administration.

Budget development and administration.

Laws, statutes, codes, regulations, and standards pertaining to the area of assignment.

Management information systems and software used in the assigned area.

Ability to:

Plan, coordinate, and direct the office support functions to accomplish established goals and objectives and optimize efficiency.

Understand the organization and operation of the County and external agencies as necessary to assume assigned responsibilities.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Office management principles and practices.

Principles of public and/or business administration.

Microsoft Office and a variety of computer software.

Ability to:

Select, supervise, and evaluate the performance of assigned staff.

Evaluate operations, including work processes and procedures, to determine effectiveness and efficiency.

Effectively represent assigned department/division when coordinating services with internal and external stakeholders.

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Read, interpret, apply, and explain pertinent laws, statutes, codes, regulations, and standards.

Write business correspondence, memoranda, narrative reports, and other documents in a clear and concise manner.

Compile and prepare comprehensive verbal and written presentations.

Maintain confidentiality of department communications, data, and information.

Communicate clearly and concisely, both verbally and in writing.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones, and FAX machines. Ability to work in a detention, shelter, clinic, and other department specific environment. Based on area of assignment, incumbents may be required to travel to different sites and locations, work weekends, holidays, and alternate schedules.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.