

CLASSIFICATION ADDENDUM

Job Title: Office Supervisor

Classification Specification: Supervisor

Barg Unit: Non

Pay Grade: C41

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

This is the first-line supervisory level in a job series of administrative support type work. This class is distinguished from lower-level jobs by the responsibilities for supervision of daily activities of staff and from management-level classifications by the emphasis on the performance of technical work and delivery of services. Incumbents are responsible for performing advanced and/or complex technical work in area assigned; providing technical direction and problem resolution related to program services and activities; ensuring staff and program compliance with applicable laws, regulations, policy and procedure; and reviewing and preparing statistical and related reports.

Essential duties include the supervision of administrative and technical support staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations. Supervision of the day-to-day activities of an assigned area of responsibility, which includes planning, coordinating, administering, and evaluating the administrative support programs, projects, processes, and procedures; ensures effective delivery of services; monitors and ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards. This class also assists with the department's budget preparation and administration; assists in the preparation of cost estimates for budget recommendations. Submits justifications for budget items for the administrative support unit and monitors and controls unit expenditures.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- Associates degree or two year technical certification and 2 years in a related field, or High School Diploma, or G.E.D., supplemented by specialized training and four years of related experience, including lead or supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements:

- See classification specification

Knowledge:

- Supervisory principles;
- Basic budgeting principles;

Qualifications Addendum (Continued)

Knowledge (continued):

- Office management principles and practices;
- Customer service principles;
- Culturally competent practices;
- Filing and recordkeeping principles;
- Modern office procedures, methods, and equipment;
- Mathematical concepts;
- Departmental operations, services, and/or offerings;
- Research and reporting methods;
- English language, grammar, and punctuation.

Skills: *(Demonstrated skill in performing the following)*

- Monitoring and evaluating the work of subordinate staff;
- Prioritizing and assigning work;
- Monitoring day-to-day activities in assigned area of responsibilities;
- Analyzing problems, identifying alternative solutions, and recommending improvements;
- Scheduling and coordinating multiple projects simultaneously;
- Performing mathematical calculations;
- Providing customer service;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds;
- Preparing and analyzing a variety of reports and/or information;
- Adapting to changing priorities;
- Ensuring compliance with applicable policies, procedures, and regulations;
- Communication, both verbal and written, sufficient to exchange or convey information and to receive work direction.

Qualification For Grade Progression: N/A

Physical Requirements Addendum

Sedentary Work as defined in the classification specification. Further definition of the physical requirements of the position can be found in a job task analysis.
Travel as required.

Addendum History

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