

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: SUPERVISING STAFF ASSISTANT
DEPARTMENT: VARIOUS
REPORTS TO: VARIOUS
CIVIL SERVICE: YES

CLASS CODE: 0062
FLSA STATUS: N
DATE: 01/00 Rev. 2/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general direction supervises and performs a variety of moderately difficult administrative and clerical functions in support of office/department staff which includes: coordinating the work processes for the unit or division; training employees; appraising employee performance; developing various reports by researching and gathering information, statistics, etc.; attending meetings and taking minutes; setting up files and maintaining same; composing and sending letters to customers/clients; transcribing evaluations, staff notes, or other correspondence; and providing administrative and clerical support to professional level staff members.

DISTINGUISHING CHARACTERISTICS:

Supervising Staff Assistant is a first line supervisory level in the Staff Assistant series. It is distinguished from Staff Assistant III by its responsibility for providing direct supervision to staff. Supervising Staff Assistant is distinguished from Office Services Supervisor by the latter's responsibility for overseeing the administrative support operations of a department and including moderate to heavy involvement in budget development and monitoring as well as responsibility for developing and implementing policies and procedures related to the administrative support functions of the assigned division or department.

This classification is comparable in responsibility, complexity and scope of duties to Merit Systems' Office Assistant Supervisor I.

SUPERVISION EXERCISED:

Supervising Staff Assistant exercises direct supervision to positions within the Staff Assistant series.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; making recommendations for and/or rewarding and disciplining employees; addressing complaints and resolving problems.
- Plans, organizes, assigns, reviews, and controls work production and activities, to include procedures, allocation of resources, problem resolution, and training of employees.
- Communicates, monitors and assists in the development of policies and procedures and standards for assigned area.
- Performs clerical and fiscal operations unique to department. Formats and types letters, memos, charts, labels, reports, contracts, forms, legal documents, or other correspondence containing complex terminology on a word processor or typewriter and proofs correspondence and related documents of staff; prepares complex, routine and non-routine reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions. Prepares various documents, reports, etc., for mass mailings.
- Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person; interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions. Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.
- Composes confidential correspondence and maintains files associated with the same in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.
- Interacts with a variety of high-level individuals, both internally and within the community to provide information, disseminate departmental information and assists in resolving administrative issues.
- Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas; attends a variety of meetings and conferences, obtains information and disseminates to staff; takes, transcribes and/or distributes statements, minutes and notes from a variety of sources; maintains various inventories.

- Prepares and processes claims, purchase orders and/or vouchers by entering pertinent information into the computer and distributing and/or filing supporting documents. Receives money; issues receipts and prepares bank deposits; makes daily or weekly bank deposits. Prepares payroll time sheets and receives checks. Receives, reviews and processes requisitions, assuring accuracy and adherence to policy; tracks the issuance of various items including keys to County vehicles, office keys, cell phones. Prepares and mails invoices for permit fees; tracks and refers delinquent accounts to credit bureau for collection; issues permits to customers by assessing and researching needs and reviewing applications for accuracy.
- May assist in the formulation of the budget including: advises on choices, types, calculates, and coordinates completion; maintains budget records throughout year, balances and reconciles budget, and prepares quarterly financial reports; attends budget meetings/hearings.
- Relieves officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; monitoring and communicating departmental policies and procedures, and updating publications for final approval. Reports administrative and/or operational problems to supervisor.
- Performs specialized research and statistical work on assigned subjects for staff and management.
- May deal with sensitive and confidential personnel matters at the direction of senior level staff and/or the department director.
- May serve as backup for other positions within the department.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Paging System

Typewriter
Two-way Radio

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or G.E.D. equivalent; AND, four years of progressively responsible experience performing office duties that included typing, filing, developing reports, transcribing information and answering telephones; or an equivalent combination of training and education. One year of formal or informal lead work or supplemental course work in office management, supervision or related field is desirable.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of effective supervision and training.
- Administrative principles and practices including goal setting and implementation.
- Administration of staff and activities.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Laws, policies, and procedures applicable to assigned work.
- External governmental bodies and agencies related to area of assignment.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies and practices, as well as knowledge of computer application, hardware, and other general office equipment related to the performance of the essential functions of the job.

Skill in:

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Typing from rough draft or printed text using a word processor or typewriter at a speed sufficient to perform the duties of the job.
- Analyzing and resolving office administrative situations and problems.

- Transcribing information from dictating equipment.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Communicating clearly and effectively, both orally and in writing, with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Operating and performing routine maintenance of general office machines.

Mental and Physical Ability to:

- Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, etc.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Rapidly and accurately take and transcribe oral or tape dictation using speedwriting, shorthand, or dictating equipment (at the discretion of the supervisor).
- Establish and maintain effective working relationships with others.
- Draft and type correspondence.
- Add, subtract, multiply and divide whole numbers, common fractions and decimals.
- Deal with problems involving several concrete variables in standardized situations.
- Use independent judgment within established guidelines.
- While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.
- Lift and carry, push and/or pull, or move objects weighing up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

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.