

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: OFFICE SERVICES SUPERVISOR
DEPARTMENT: VARIOUS
REPORTS TO: VARIOUS
CIVIL SERVICE:

CLASS CODE: 01264
FLSA STATUS: N
DATE: 10/99 Rev. 2/07
BARGAINING UNIT: SEIU or CONFIDENTIAL

JOB SUMMARY:

Supervises staff and performs a variety of highly complex administrative functions in support of a department director or a division director of a large department. Examples of duties include: coordinating work processes; training staff and appraising performance; developing various, complex (often confidential) reports requiring extensive research and gathering of information and/or statistics; maintaining personnel files and generating related paperwork; preparing and or monitoring contracts and related documents; developing and maintaining various filing systems; assisting in and/or developing policies and procedures; and developing the budget and tracking budget expenditures.

DISTINGUISHING CHARACTERISTICS:

Office Services Supervisor is a first line supervisor distinguished from Supervising Staff Assistant by the responsibility of the Office Services Supervisor for overseeing the support operations of a department including 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 department. While the Supervising Staff Assistant class is also a first-line supervisor, duties are focused on supervising and participating in the work being performed with no responsibility for oversight of the support services of the department. Office Service Supervisor is distinguished from Administrative Assistant by its supervisory duties and major role in budget development. Office Services Supervisor is distinguished from the Administrative Services Manager series by the latter having responsibility for managing the overall fiscal and administrative functions of a department including supervising subordinate supervisors, heavy involvement in, and greater responsibility for, budget development, implementation and tracking for the assigned division or department.

SUPERVISION EXERCISED:

Exercises direct supervision over technical/paraprofessional, and/or support staff.

ESSENTIAL JOB FUNCTIONS: *Duties may include but are not limited to the following:*

- Carries out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work, establishing deadlines, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
- Oversees the daily office procedures and workflow of the department as well as many of the business functions of the department; performs clerical functions, legal work, fiscal operations, etc., unique to department; processes routine and non-routine matters independently; receives, reviews and processes various financial records and transactions, ensuring accuracy and adherence to policy and applies approval; relieves director or elected 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. Provides information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems. Reports unresolved administrative and/or operational problems to supervisor.
- Participates in developing and monitoring the division/department budget by researching and justifying requests, advising on choices, making recommendations, typing, calculating, and coordinating completion; maintains budget records throughout the year, balances and reconciles budget, and prepares quarterly financial reports; attends budget meetings/hearings.
- Develops, communicates, and monitors policies, procedures, and standards for the division or department related to administrative support functions; recommends improvement when necessary.
- Relays and interprets administrative decisions, policies and instructions; answers various inquiries; explains policies and procedures and arranges appointments.
- Analyzes and interprets new legislation, codes, mandates, etc., and disseminates information to staff.
- Prepares payroll reports for assigned division or department. Prepares and processes claims, purchase orders and/or vouchers by entering pertinent information into the computer and distributing and/or filing supporting documents. Takes in, accounts for and issues receipts for money and makes daily or weekly bank deposits.
- Coordinates division/department information systems projects/needs, arranges for system or software installation or upgrades and/or performs or schedules related training for staff members.

- Maintains, reviews and processes various permits, applications, and other documents.
- Processes and maintains all confidential personnel records and payroll information for the division/department, including generating personnel transactions, setting up interviews, maintaining filing system.
- Formats and types letters, memos, charts, labels, reports, or other correspondence on a computer, word processor or typewriter and proofs correspondence and related documents; composes correspondence in accordance with standard policies; types documents containing complex terminology; prepares complex, routine and non-routine reports (including annual reports) as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; composes confidential correspondence and maintains files associated with same.
- Maintains contracts which include monitoring flow of documents, consulting with and advising staff of essential elements of contracts, conferring with financial staff, and managing related filing systems.
- Acts as secretary to government boards or commissions, including coordinates and schedules meetings, prepares the location and agendas, transcribes and/or distributes statements, minutes and notes from a variety of sources.
- Researches information needed for and administers grants; manages related filing system and billing.
- Confers with upper management to keep them informed on key issues and progress toward objectives and to gain their support and approval; makes recommendations to assist management in making needed improvements.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Interacts with a variety of high-level individuals, both internally and within the community to provide information, disseminate departmental information and assist in resolving administrative issues.
- Takes policy, service and information requests and refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports.
- Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.
- 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
Microfiche Machine
Cassette Duplicating Equipment

Typewriter
Paging System

General Office Equipment
Transcription Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree or equivalent from a two-year college; AND, four years of progressively responsible experience performing administrative and office duties such as developing and tracking budgets and maintaining confidential personnel information with at least one year of demonstrated lead worker experience; or an equivalent combination of training and education.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of supervision and training.
- Administrative principles and practices including goal setting and implementation.
- Administration of staff and activities either directly or through subordinate supervision.
- Laws, legislation, codes, ordinances that govern the work.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Internal departmental policies and procedures.
- General accounting processes and procedures.

- County government organization and operations.
- Lease and contract administration.
- Computerized legal research.
- Grant research and administration.
- Office administrative and secretarial practices and procedures, such as business letter writing and the operation of standard office equipment, including a word processor and personal or on-line computer.
- External governmental bodies and agencies related to area of assignment.
- Standard business arithmetic, including percentages and decimals.
- Budget development and management.
- Personnel policies and practices.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies and practices, as well as knowledge of computer applications and 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.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Typing from rough draft or printed text using a keyboard at a speed sufficient to perform the duties of the job.
- 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 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).
- Apply logical thinking to solve problems or accomplish tasks, understand, interpret and communicate complicated policies, procedures and protocols.
- 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.
- 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 items 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.