

# OFFICE ASSISTANT SUPERVISOR I

## CLASSIFICATION DEFINITION

Under general direction, an Office Assistant Supervisor I plans, organizes, supervises and participates in the work of an office support unit; establishes and maintains administrative records; may oversee the initial application screening function in the assigned departments' automated system; and performs related work as required.

The Office Assistant Supervisor I is the first supervisory level in the Office Assistant series. The Office Assistant Supervisor I is distinguished from the Office Assistant Supervisor II in that the latter supervises office support functions through subordinate first-line Office Assistant Supervisors and other lead-workers, in a complex, multi-level organizational structure.

## TYPICAL DUTIES

- Plans, assigns, supervises, and reviews the work of a unit of employees performing office support and routine administrative functions, and/or performing the initial applicant screening function and entering information into an automated computer system.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Determines need for staff training and oversight and provides appropriate training and direction.
- Schedules and monitors workload to ensure completion within established regulations, procedures, and timelines.
- Develops or revises work practices and procedures to insure efficiency and conformance with technical requirements and management direction.
- Arranges for additional staffing to meet established objectives.
- Holds individual or group meetings to explain or interpret rules, regulations and work procedures.
- Performs the more difficult and responsible duties assigned to the section, and relieves office support staff of assigned duties as needed.
- Handles difficult situations with the public and explains regulatory and procedural guidelines.
- Establishes and updates administrative records and summaries for sections supervised such as: budgetary, personnel and payroll records, inventory control, workload, workflow and production output and regulatory and procedural manuals.

- Operates and oversees the operation of automated systems, which requires interpretation of requirements and assisting in the layout and formatting of fields, screens, and reports utilized in database, spreadsheet or word processing software.
- May operate and oversee the operation of the production reports and documents through the assigned departments' automated system.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Modern office practices, and department specific methods, procedures, policies and regulations.
- Programs, goals and purpose of the assigned department.
- English grammar, vocabulary, spelling and punctuation.
- Business letter writing.
- Supervisory and staff development techniques and practices.
- Computer terminology, computer keyboard arrangement, and the use of automated systems in an office environment.

### **Ability to:**

- Answer a variety of questions related to department programs, procedures and the application process.
- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Understand and apply regulatory, office practices and procedural guidelines to a variety of unrelated situations.
- Communicate the interpretation and application of complex regulations and procedures pertaining to the responsibilities of the unit.
- Provide verbal and written technical direction to others.
- Operate the assigned departments' automated system.
- Enter data accurately into automated system.
- Establish and maintain effective working relationships.
- Follow written and oral directions and instructions.

## **MINIMUM QUALIFICATIONS (Education and/or Experience)**

One (1) year of experience performing advanced journey level, or lead-worker, office support duties in an office environment.

## **DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.