

OFFICE SUPERVISOR**DEFINITION**

Under direction, supervises a unit of employees performing clerical, office technical and/or secretarial tasks; performs complex work within the unit, including duties that may be quasi-administrative/analytical in nature; and does related or other work as required in accordance with Rule 3, Section 3, of the Civil Service Rules.

CLASS CHARACTERISTICS

This is the first full supervisory level in the Office Supervisor series. Positions must meet specific criteria for allocation to this class and are not multi-allocated with other levels in the series. Incumbents in this class usually function as a first-level supervisor over a medium to large-sized unit, applying substantial initiative and independent judgment to their work, which may also include quasi-administrative/analytical duties.

This class differs from the class of Office Technician/Coordinator because the primary role of an incumbent in this class is as a first-level supervisor with limited administrative/technical responsibilities, while an Office Technician/Coordinator performs broader office management duties that require advanced knowledge of multiple specialized programs or functions. This class differs from that of Office Secretary, because the primary role of incumbents in that class is to provide secretarial support for management and supervision of staff is generally an incidental duty. This class differs from the class of Senior Administrative Supervisor because incumbents in that class usually perform second-level supervision as well as highly advanced quasi-administrative/analytical duties.

TYPICAL DUTIES

1. Functions as a first-level supervisor, usually over a medium to large-sized clerical unit; assigns, reviews, directs and evaluates the work of subordinate clerical staff; ensures that work is distributed to maintain the flow and quality of work performed within established standards.
2. Orients new employees to the unit and provides training; ensures that staff understand and comply with unit policies, procedures, and standards; interprets rules, regulations, and procedures; provides interpretation of policies based on management expectations.
3. May perform highly complex work within the unit, which may include the provision of basic quasi-administrative/analytical support to managers, supervisors, professionals and other staff; gathers, analyzes and maintains specialized and complex information related to a wide range of departmental operations; researches, compiles, maintains and processes statistical, financial and/or other numerical data to support highly specialized office functions; coordinates and/or performs departmental personnel, payroll, purchasing, inventory, systems maintenance and/or other functions; may perform highly-advanced clerical accounting duties; prepares summaries of unit activities; prepares reports and correspondence related to unit activities.
4. Prepares a variety of difficult and complex reports, letters, resolutions and other documents; maintains and monitors complex work logs and tracking systems;

reviews and analyzes complex legal, custody, health care and other administrative records to identify needed information; develops and maintains complex spreadsheets and databases, either by hand or computer; develops forms, form letters and related documents; may modify or create basic software applications.

5. May develop and recommend office policies; reviews office procedures and recommend changes to improve office efficiency and effectiveness; implements changes to office policies and procedures.
6. As an incidental duty, may provide secretarial support to managers and/or other staff; serves as a liaison between superiors and staff; receives and screens visitors and callers and exercises considerable judgment in their disposition; schedules meetings and appointments for superiors; makes travel arrangements; interprets and explains a limited range of specialized or technical information; may take and transcribe minutes at meetings, conferences or hearings.

MINIMUM QUALIFICATIONS:

(Special Note: For positions reclassified to this class as part of Classification Study #01-18, the incumbents occupying those positions on the effective date that the study is implemented by the Board of Supervisors shall be deemed to meet the minimum qualifications for the class.)

Either I

Experience: One year of work at a level equal to or higher than Office Assistant Specialist in San Joaquin County service.

Or II

Experience: Two years of work at a level equal to or higher than Senior Office Assistant in San Joaquin County service.

Or III

Experience: Four years of general clerical, secretarial and/or office technical work, including at least two years performing duties at or above a full-journey level.

Substitutions: a) One year of business training in an approved vocational training program may substitute for one year of the above-required experience; **or** b) Completion of 30 semester/45 quarter credit units at an accredited college or university may substitute for one year of the above-required experience.

And

Certificates: *If required by the nature of the assignment,* 1) possession of acceptable typing/keyboarding or other certification of ability to input data at the rate of 45 words per minute; **and/or** 2) possession of an acceptable proficiency certificate in one or more computer software programs.

Special Requirement: Most positions require the ability to use computers and/or word processing equipment. *If required by the nature of the assignment,* demonstrated general or software-specific computer proficiency may be required prior to appointment.

Knowledge of: Principles and practices of employee supervision and training; general office practices and procedures; principles and practices of prioritizing, planning and organizing work; clerical practices related to personnel management, payroll, labor relations, purchasing, inventory control, clerical accounting, and systems development/maintenance; advanced clerical methods of researching, gathering, organizing and reporting data; fundamental analytical principles and processes; personal computer systems and general office computer software; public relations and interviewing techniques; advanced filing and record keeping systems; complex correspondence and report formats; clerical accounting methods and practices.

Ability to: Provide first-level supervision over a large group of clerical/office technical/secretarial employees; perform basic quasi-administrative/analytical work to assist management with various specialized office activities; research, interpret, and apply laws/regulations, court orders, program policies/procedures, and third-party rules/requirements related to areas such as personnel management, payroll, labor relations, purchasing, inventory control, clerical accounting and systems development/maintenance; evaluate and establish priorities; gather, organize, input and maintain complex information, including financial or program-specific data; provide/obtain detailed information to/from others as appropriate, including confidential and/or otherwise sensitive information; utilize advanced office procedures and equipment; follow complex oral and written procedures and directions; establish and maintain effective working relationships with others, even in difficult situations; communicate effectively with others; write clearly and legibly; perform advanced arithmetical operations.

Physical/Mental Requirements: **Mobility**—frequent operation of a data entry device, repetitive motion, sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, climbing; **Lifting**—frequently 5 pounds or less; occasionally 5 to 30 pounds; **Visual**—constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination; occasional use of depth perception and peripheral vision; **Hearing/Talking**—frequent hearing of normal speech, hearing/talking on the telephone, talking in person; **Emotional/Psychological**—frequent decision making, concentration, and public contact; **Special Requirements**--some assignments may require working weekends, nights, and/or occasional overtime; **Environmental**—occasional exposure to varied weather conditions.

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