

SENIOR ADMINISTRATIVE SUPERVISOR**DEFINITION:**

Under general direction, supervises and oversees the operation of a large, complex unit of employees performing clerical, office technical and/or secretarial tasks; performs highly advanced and complex quasi-administrative/analytical work within the unit; 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 highly-advanced 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 function as a second-level or higher supervisor over a large-sized clerical unit, applying a very high level of initiative and independent judgment to their work, which generally includes substantial responsibility for complex quasi-administrative/analytical duties.

This class differs from the class of Office Supervisor because the primary role of an incumbent in that class would be as a first-level supervisor with limited administrative/technical responsibilities.

TYPICAL DUTIES:

1. Functions as a second-level or higher supervisor, usually over a large and complex clerical unit; plans, assigns, reviews, directs and evaluates the work of subordinate clerical staff, including subordinate supervisors, technicians, and specialists; analyzes work flow and implements changes to maximize productivity; establishes standards for performance and ensures that work is distributed to maintain the quality of work within such standards.
2. Develops and implements complex training programs for new and existing employees; orients new employees to the unit and ensures that staff understand and comply with unit policies, procedures, and standards; interprets rules, regulations, policies and based on management expectations; evaluates employee performance; resolves staff complaints; directs and/or implements disciplinary action as assigned.
3. May participate in or perform the most complex work of the unit to provide highly-advanced 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; may coordinate clerical staff to assist with budget preparation; may provide advanced assistance in budget development and/or administration; coordinates and/or performs advanced duties related to 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 very 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. As an incidental duty, may provide highly-advanced secretarial duties to executives and/or senior managers within the department; serves as a liaison between management 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 wide variety of highly specialized or technical information; may take and transcribe minutes at meetings, conferences or hearings.

MINIMUM QUALIFICATIONS:

Either I

Experience: Two years of work at a level equal to or higher than Office Supervisor in San Joaquin County service that included significant first-level supervisory responsibilities.

Or II

Experience: Six years of general clerical, secretarial and/or office technical work, including at least two years performing first-level supervisory duties.

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; or c) Graduation from an accredited college or university with a Bachelor's Degree in public or business administration, human resources management, labor relations, accounting or a related field may substitute for the above-required four years of non-supervisory 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: Advanced principles and practices of employee supervision and training; advanced office practices and procedures; principles and practices of prioritizing, planning and organizing work; advanced 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; general analytical principles and processes; personal computer systems and general office computer software; advanced public relations and interviewing techniques; advanced filing and record keeping systems; complex correspondence and report formats; clerical accounting methods and practices.

Ability to: Provide second-level supervision over a large group of clerical/office technical/secretarial employees; perform highly-advanced quasi-administrative/analytical work to assist management with various specialized office activities; research, interpret, and apply complex 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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