



Office Supervisor

Purpose of the role:

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for providing office administrative and secretarial support for a major City department; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility including to participate in the performance of varied difficult and often sensitive and confidential office support functions; and performs related duties as assigned.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

Distinguishing Characteristics:

The Office Supervisor assumes responsibility for supervising and overseeing the work of office support personnel for a large department. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Office Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence. Positions assigned to this class participate in providing a variety of complex and difficult administrative and office support functions for a major City department, which requires a thorough knowledge of department procedures and precedents. Incumbents also perform difficult, diverse, and sensitive duties in support of a department head and key management personnel and their organizational units.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.

- Participates in the selection of assigned office support staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing office support services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives, and values.
- Assists in developing and compiling the annual department budget; monitors preparation and distribution of budget and financial reports; participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Performs the more technical and complex tasks of the work unit including providing secretarial and administrative support to a department head; types and/or drafts memoranda, correspondence, City Council transmittals, and other documents and reports; ensures materials and reports for department head signature are accurate and complete; maintains a department head's calendar, coordinating meetings, screening requests for the manager's time, and assisting him/her with effective time management.
- Coordinates, makes, processes, and confirms staff travel and other arrangements for conferences and business trips; types itineraries, requests travel advances and compiles expense reports; reconciles credit card invoices.
- Serves as liaison between assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives and screens office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; refers callers and/or complaints to appropriate City staff for further assistance as needed and/or takes or recommends actions to resolve the complaint; determines the priority and routes incoming correspondence.
- Retrieves items assigned to the department through the City-wide referral system; refers items to appropriate staff for follow-up action and report.
- Participates in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.

- Develops, revises, and maintains standardized and master documents; composes correspondence, reports, and informational materials; assists in designing and producing technical information handouts; copies, disseminates, and posts documents and information as appropriate.
- Reviews, verifies, and proofreads documents and other material for accuracy, completeness, and compliance with City standards, requirements, policies, and procedures.
- Maintains accurate and up-to-date offices files, records, and logs for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of specialized or technical documents processed.
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; creates standard statistical spreadsheets; inputs corrections and updates; assists in the compilation of reports.
- Utilizes various computer applications and software packages; develops, enters data, maintains, and generates reports from a database or network system; creates and administers mailing lists; designs, maintains, and utilizes data to develop reports using spreadsheet software; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.
- Attends to a variety of office administrative details such as establishing and maintaining subject, project and tickler files, directing and implementing records management systems, arranging for the repair of equipment, ordering and maintaining an inventory of office supplies, transmitting information, and maintains up-to-date reference materials.
- Maintains departmental personnel files; prepares and types personnel documents; proofs and enters timesheet information in the City's payroll system; distributes timesheets; maintains attendance and time off records; types evaluation forms as assigned.
- Serves on special committees and task forces.
- Provides administrative support to assigned committees, task forces, appointed boards, and special groups; prepares, assembles, and distributes agendas; coordinates the completion of staff assignments for presentation to such groups; prepares and distributes minutes of meetings.
- Maintains current knowledge of new trends and innovations in the field of office management; attends and participates in professional group meetings; participates in professional development activities.
- Performs related duties as required.



The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Operations, services, and activities of an office administrative support program.
- Principles and practices of office management.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and control.
- Office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions.
- Rules and procedures governing the notice and conduct of public meetings.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.
- Records management principles and procedures including record keeping and filing principles and practices.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Supervise, coordinate, and direct office administrative and secretarial support functions for a major City department.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing office administrative and secretarial support functions.
- Recommend and implement goals, objectives, policies, and procedures for providing office administrative and secretarial support functions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Participate in the preparation and administration of assigned budget.
- Perform a full range of varied difficult, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, technical, and programmatic support functions of a general or specialized nature in support of the assigned department with only occasional instruction or assistance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.

- Type or enter data at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.
- Establish, organize, and maintain complex, specialized and extensive office files and records.
- Independently prepare correspondence and memoranda.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Organize, set priorities and exercise sound independent judgment within areas of responsibility.
- Plan and organize work to meet deadlines, needs, expectations, and rapidly changing priorities of elected and appointed officials changing priorities and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Customer-Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, office management, secretarial science, or a related field.

Education and Experience

Experience:

Six years of increasingly responsible office administrative and/or secretarial experience including one year of lead supervisory responsibility. Experience in a municipal government setting is highly desirable.

Guidelines:

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff, City officials, customers and the general public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: