



Support Services Supervisor

Purpose of the role:

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for providing office administrative, purchasing and inventory functions, facilities maintenance, and secretarial support within the Municipal Service Center Division; supervises, assigns, and participates in the purchasing and inventory services at the Municipal Service Center; supervises maintenance and repair of the Municipal Service Center facilities; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks of the work unit including organizing special events at the Municipal Service Center; and performs related duties as assigned.

Distinguishing Characteristics:

The Support Services Supervisor assumes responsibility for supervising and overseeing a staff of office support/accounting, purchasing and materials personnel and participating in providing complex and responsible purchasing and inventory services and administrative and office support functions requiring a thorough knowledge of City, department and division procedures and precedents. 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 Support Services 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 are responsible for supervising a staff of office support/accounting, purchasing and inventory personnel and participating in providing complex and responsible administrative and office support functions requiring a thorough knowledge of department and division procedures and precedents.

A Support Services Supervisor is distinguished from an Office Supervisor and other office support and secretarial classes in that an incumbent of the former class is responsible both for supervising a group of office support staff, purchasing and inventory staff, and for performing a variety of complex and difficult administrative support tasks in a major City department.

Essential Duties and Responsibilities:

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.

- 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 and field staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing office support; 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.
- Develops and compiles assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Supervises and participates in the purchasing of inventory including supplies, materials, tools, and equipment for assigned areas, as well as equipment purchased for all divisions at the Municipal Service Center; supervises and monitors weekly cycle counts and an annual inventory of all items; periodically audits inventory and material controls; oversees purchasing and supply contracts; collects and evaluates vendor price information and identifies competitive vendors; monitors usage of all inventory items; reviews and verifies costs of emergency purchases; codes and processes requests for payment; registers new vehicles; researches new inventory and material control methods and techniques, makes recommendations, and supervises implementation of new methods and techniques.
- Prepares, analyzes, and reviews information from a variety of sources for the preparation of recommendations and reports to management staff on needed equipment, software procedures, policies, and a variety of programs at the Municipal Service Center; reviews arithmetic or statistical calculations for accuracy.
- Oversees the maintenance of office files; supervises the organization and maintenance of the central filing system and ensures that all records management practices are followed in accordance with the City's procedures.
- Prepares or reviews and maintains a wide variety of written reports and records, including personnel records, periodic progress reports, accident reports, maintenance requests and requisitions for section activities; ensures that reports and information provided for all staff members is accurate; researches new operational methods, techniques and equipment and recommends their application; coordinates multiple assignments to meet critical deadlines.
- Oversees the maintenance and filing of OSHA- required reports of on-duty accidents and injuries; monitors medical treatment; works with supervisors to arrange light-duty assignments.
- Ensures that section activities are carried out in a safe and efficient manner and employees attend required safety meetings.

- Performs the more technical and complex tasks of the work unit including organizing special events at the Municipal Service Center and responding to requests from other City departments to coordinate meetings, training, seminars, and special events at the Municipal Service Center; coordinates room reservations; ensures the set-up and cleanup of rooms.
- Responds to and resolves citizen inquires and complaints.
- 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.

Knowledge of:

- Operations, services, and activities of an office administrative support program and assigned field services.
- 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.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Principles and practices used in materials purchasing and inventory management.
- Principles and practices for maintaining and controlling an inventory of parts, materials, and equipment.
- 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.

***Desired
Minimum
Qualifications:***

Ability to:

- Supervise, coordinate, and direct office administrative support, purchasing and inventory within assigned division.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing office administrative support, purchasing and inventory-functions.
- Recommend and implement goals, objectives, policies, and procedures for providing office administrative support, purchasing and inventory, building maintenance, and field service 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 City, administrative and departmental policies and procedures.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.

- Develop, compile and administer assigned program budget.
- 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.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- 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. and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public.
- 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/Training:

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

Education and Experience Guidelines:

Experience:

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

Licenses; Certificates; Special Requirements:

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

A Forklift Certification 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 45 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; occasionally works in outside weather conditions and is exposed to wet and/or humid conditions, fumes, toxic or caustic chemicals; works near moving mechanical parts.

*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.

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