

**DESCRIPTION:** Under limited supervision, supervises assigned employees and the activities of a office/clerical support unit, and organizes and coordinates the operations of that unit with agency program, administrative, or other support operations; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the third full performance and first supervisory classification level of the Office Support class series. Positions at this level are assigned regular daily responsibility for actions and decisions that directly affect the work assignments of three or more full-time equivalent positions. The supervisory duties must include: (1) providing documentation to support corrective and disciplinary actions, (2) signing performance plans and appraisals, (3) resolving informal grievances or formal grievances at the first step, and (4) starting the hiring process, interviewing applicants, and recommending hires, transfers, or promotions.

The paramount and preponderant work at this level are the supervisory responsibilities. However, these positions can be assigned work expected of Office Clerk, Word Processing, Typist, Secretary, or other support classes.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, assigns, and directs the work of office/clerical support to achieve the unit's work goals and priorities and to balance workloads and leave schedules according to administrative and/or office policies, procedures and standards.

Coordinates the activities of an office/clerical support unit with the activities of other units in the agency to accomplish work objectives.

Trains assigned office/clerical support employees in the practices, policies, and procedures of the office to maintain and/or improve the performance of employees.

Confers with and counsels assigned office/clerical support employees to exchange information, explain work policies, procedures, and standards, and to identify possible solutions to work-related problems.

Evaluates work performance and products of assigned office/clerical support employees with established standards to determine employee production levels and training needs and to recommend to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievance dispositions.

Collects and summarizes data pertinent to work accomplishments to provide others with work activity, financial, or other reports and information necessary for workload, budgeting, and staffing decision-making by others.

Answers written and electronic inquiries and questions from agency employees and others to provide requested information or to refer the individuals to the appropriate sources of information.

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Develops and revises office/clerical support procedures and guidelines to conform with establish standard operating policies and practices.

Operates office equipment such as personal computers, typewriters, reproduction and scanning equipment, multi-sorters, collators, calculators, microfilm readers/cameras, facsimile machines, posting and mailing machines, multi-line telephone systems, and associated software.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the practices, procedures, and equipment used in office/clerical support operations; record keeping practices and administrative reporting formats; agency policies and procedures and rules pertinent to supervisory practices; the organizational structure, mission, and activities of the employing agency; the techniques of supervision; the procedures of procuring office supplies, materials, and equipment.

Ability to: communicate and interact in person and by telephone, computer, emails, and correspondence with assigned employees, other agency employees, and the public, to exchange information and to maintain work relationships; understand and prepare operational activity reports and office expenditure reports; make decisions pertinent to the application of office/clerical support procedures and standards; plan, assign, direct, and evaluate the work of assigned employees; develop and install new or revised office/clerical support procedures; train assigned employees in office/clerical support policies, procedures, and equipment usage; analyze the work and staffing requirements of the unit supervised; coordinate support operations with administrative/program functions to attain immediate work objectives.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in performing, coordinating, leading, or supervising office/clerical support, secretarial support, customer service, or records management activities.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).