

OFFICE SUPERVISOR

DEFINITION

Under limited supervision, the Office Supervisor plans, organizes, supervises, and participates in the work of an office support unit; establishes and maintains administrative records; may oversee the initial application screening function in the assigned departments' automated system; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a full supervisory classification for the planning, organization, and supervision of the office and administrative support functions in one of the larger County departments.

REPORTS TO

Depending upon the Department or program area of assignment, the Office Supervisor reports to the designated supervisor or manager for the position

CLASSIFICATIONS DIRECTLY SUPERVISED

Office Assistant I, II, & III; Fiscal and Technical Assistant I, II, & III; and other specialized office support classifications.

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EXAMPLES OF DUTIES

- Plans, assigns, supervises, and reviews the work of support staff to ensure quality, completion, and compliance with department standards.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Identifies training needs, conducts training, and provides leadership and coaching for staff.
- Independently establishes a course of action to accomplish work objectives and adapts to meet changing priorities.
- In cooperation with management, develops or revises policies, procedures, and templates to improve efficiency, effectiveness, and compliance.
- Arranges for additional staffing to meet established objectives.
- Answers inquiries and resolves complaints from customers, service providers, department personnel, and the public.
- Functions as an authoritative resource of information on regulations, rules, department policies, and guidelines.
- Establishes and updates administrative records and summaries for department such as budgetary, revenue and expenditures, personnel and payroll records, inventory control, workflow and production output, work load, and regulatory and procedural manuals.
- Operates and oversees the use of automated systems, works with IT staff to implement modifications, and utilizes various software applications.
- Researches, compiles, and analyzes data for a variety of projects.
- Promotes cooperative professional working relations among staff, resolves conflicts, and monitors work environment.
- Provides employees with guidance and prepares performance evaluations.
- Performs special assignments and projects as delegated.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles, methods, and procedures of office and business administration.
- Policies and procedures of the Department and unit where assigned.
- Thorough knowledge of specialized areas of office and administrative functions of the Department to which assigned.
- Methods and procedures of purchasing and inventory maintenance.
- Data processing equipment and software used by the department where assigned.
- Modern office practices, methods, and procedures.
- Filing and information retrieval systems.
- Fiscal, account, and budget recordkeeping.
- Operation and use of office equipment.
- Proper English usage, spelling, grammar, and punctuation.
- Mathematics.
- Principles of supervision and training.
- General office functions, procedures, equipment, and filing systems.
- English grammar, vocabulary, spelling, and punctuation.
- Principles of training development, implementation, and evaluation.
- Computers and automated data systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Plan, organize, and supervise the office and administrative support functions in an assigned department.
- Coordinate and develop a department's data processing system.
- Be responsible for purchasing and inventory maintenance.
- Assist with budget development and expenditure control.
- Perform a variety of complex office and administrative support assignments with minimal guidance and supervision.
- Interpret, apply, and explain the policies and procedures of the department where assigned.
- Perform fiscal, account, and budget recordkeeping.
- Operate a computer, using word-processing and other software as appropriate.
- Operate and use office equipment.
- Deal tactfully and courteously with other County staff, the public, and other government agencies, providing information and responding to concerns about the Department and/or program where assigned.
- Establish and maintain cooperative working relationships.
- Explain and apply policies, procedures, and regulations governing program operations.

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Ability to – Continued:

- Exercise good judgment when organizing, directing, prioritizing, and supervising unit activities.
- Train, supervise, evaluate, and discipline subordinate staff.
- Provide effective oral and written instruction to others.
- Quickly and accurately enter and retrieve data using an automated data system.
- Establish and maintain effective working relationships.
- Listen attentively and understand written and verbal information provided.
- Establish long-range objectives, goals, and strategies.
- Develop forms and letters.
- Maintain composure and react professionally.

Training and Experience:

Qualifications needed for this position:

Four (4) years of increasingly responsible office and administrative support assistance experience, preferably including at least one (1) year in a supervisory or lead position.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.