CLASS TITLE: OFFICE SUPERVISOR I

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of secretarial support duties for the administrator of a specialized and homogeneous function or unit; oversee office activities to assure clerical efficiency; supervise, train and evaluate the performance of assigned personnel.

DISTINGUISHING CHARACTERISTICS:

Office Supervisor I incumbents perform secretarial and office management duties for the manager of a specialized unit within a large organization or for the head of a small County department. Office Supervisor II incumbents encompass a broader scope of responsibility and report to the head of a large and complex County department.

REPRESENTATIVE DUTIES:

Organize, coordinate and oversee the day-to-day activities of clerical personnel in an assigned office; assure that assigned duties are performed in a timely and efficient manner.

Supervise, train and evaluate the performance of assigned staff; assign and review work and participate in the selection of new personnel as assigned.

Develop and prepare work schedules; coordinate duties and assignments to assure effective workflow and clerical efficiency; prepare and maintain procedure manuals as needed.

Prepare and maintain records, files, logs, and reports related to personnel, inventory, supplies, work requests and work performed.

Operate a variety of office machines and equipment such as typewriter, calculator, computer terminal, copier and dictaphone.

Communicate with other County personnel and departments as needed to coordinate activities and exchange information.

Provide technical expertise and respond to questions from assigned staff and others regarding office services and clerical procedures; maintain current knowledge of clerical methods and office equipment.

Compile, review and record data for reports, surveys and the departmental budget; review and proofread materials to assure accuracy and completeness.

Prepare, type and process a wide variety of materials including correspondence, reports, requisitions, memoranda, purchase orders and personnel action requests.

October 1992
Perform secretarial and clerical duties in support of the supervisor and professional support staff.

Attend and conduct staff meetings; recommend and review departmental procedures and interpret policies as needed.

Participate as directed in the preparation of the departmental budget; maintain a variety of financial records and accounts related to expenditures and revenues.

Take and transcribe dictation as required by the assignment.

Operate a motor vehicle to attend meetings and pick up and deliver materials as requested.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
Principles and practices of office management.
Organization and scheduling of clerical activities and other office services.
Operation of office machines and equipment such as typewriter, calculator, computer terminal, copier and dictaphone.
Budget preparation and control.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Telephone techniques and etiquette.
Interpersonal skills using tact, patience and courtesy.
Principles and practices of supervision and training.
County organization, operations, policies and objectives.
Laws, rules and regulations related to assigned activities.

**ABILITY TO:**
Schedule, assign and review the work of assigned clerical personnel.
Establish and revise priorities of clerical work and office activities.
Plan, organize and coordinate clerical duties for an assigned office.
Maintain financial records and accounts.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Prioritize and schedule work.
Train, supervise and evaluate personnel.
Type at 50 words net per minute from clear copy.
Take and transcribe dictation as required by the position.
Read, interpret, apply and explain rules, regulations, policies and procedures.
Work independently with little direction.
Compile and verify data and prepare reports.

October 1992
EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work in business, office management or related field and three years of increasingly responsible clerical or secretarial experience..

LICENSES AND OTHER REQUIREMENTS:

Some positions in this classification require possession of a valid California driver’s license and use of a personal vehicle. Some positions require the ability to take and transcribe dictation.

WORKING CONDITIONS:

Office environment; some incumbents may be required to drive a vehicle to conduct work.

Physical abilities required include sitting and standing for extended periods of time, dexterity of hands and fingers to operate a computer keyboard and office equipment, climbing stairs, pulling, pushing, and reaching to maintain files, bending at the waist, and hearing and speaking to communicate and provide information to others, seeing to read and review documents, lifting objects weighing up to 30 pounds.

Incumbents may be exposed to dissatisfied or abusive individuals.