



ADMINISTRATIVE SUPERVISOR

DEFINITION

To perform and supervise a variety of complex and responsible clerical and administrative support for a City department.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level of the Administrative Clerk series and is distinguished from the Administrative Clerk III level by the more complex, responsible and sensitive duties performed in the clerical support function of the department. The duties of this class require greater expertise and the exercise of independent judgment in the interpretation and application of rules, procedures, policies, and precedents, and involve technical and functional supervision of lower level clerical positions.

SUPERVISION RECEIVED AND EXERCISED:

General supervision is provided by management personnel. Exercises direct supervision over lower level clerical positions in a lead capacity.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job series, but are not an all-inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS:

Supervises and directs the work of lower level administrative staff. Plans and assigns the work of administrative staff. Evaluates the work of assigned staff and provides feedback and training as needed. Assists in the hiring process of subordinate staff. Perform general clerical duties including filing, checking and recording information on records, and processing a variety of requests for information. Verifies documents, records, and forms for accuracy, completeness, and conformance with applicable policies and procedures. Conducts research, compiles information, and prepares documents and complex reports. Assists in the preparation of department budget. Develops and conducts training for assigned staff. Provides excellent customer service. Regular, predictable, consistent and timely attendance is an essential function of the position, in that Employee must be present to work to complete assigned tasks.

OTHER JOB FUNCTIONS

Act as information source and resolve routine problems within assigned work unit including interaction with City staff, vendors, citizens, etc., as necessary. Establish and maintain a variety of records and filing systems including computerized systems related

to assigned work unit. Assist in scheduling work, vacations, and sick leave. Responds to verbal and written inquiries from the public. Operate a variety of office related equipment such as photo copy machine, computers, etc. Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Proper spelling, grammar, punctuation, and business correspondence format. Modern office methods, procedures and equipment, including computer hardware and software where applicable. Departmental operations and procedures. Filing and recordkeeping systems. Basic arithmetic.

Skills to:

Type with speed and accuracy at a rate sufficient to perform duties satisfactorily. Demonstrate proficiency with word processing, spreadsheets and databases and department City specific software. Understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities; interpret and apply departmental policies, procedures, and rules. Communicate clearly and concisely, both orally and in writing. Work independently with little supervision and exercise initiative and sound judgment; analyze situations appropriately and adopt effective courses of action. Compile and maintain complex and sensitive records, files, statistical and financial reports. Effectively organize and review the work of other clerical staff. Establish and maintain effective work relationships with those contacted in the performance of required duties.

Ability to:

Meet the physical requirements necessary to safely and effectively perform assigned duties. Communicate effectively and tactfully in both oral and written form. Work independently and make independent decisions. Supervise, train, and evaluate subordinates. Establish and maintain effective work relationships with those contacted in the performance of required duties. Depending on assignment, maintain confidentiality. Analyze situations and take appropriate action. Interpret and apply administrative and departmental policies, laws, and rules.

Education and Experience:

Any combination equivalent to the education and experience that would likely provide the required knowledge and abilities would be qualifying. A typical manner to achieve the knowledge and abilities would be:

Education:

Equivalent to a high school diploma.

Experience:

Four (4) years of increasingly responsible administrative experience, including one (1) year of technical supervision over administrative personnel.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Heavy Work: Exerting in excess of 25 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.