

**Office Services Supervisor (M/C)**

Bargaining Unit: Management

Class Code:
0118COUNTY OF HUMBOLDT
Established Date: Dec 1, 1993
Revision Date: Nov 8, 2017**SALARY RANGE**

\$21.53 - \$27.63 Hourly

DEFINITION:

Under direction, supervises office support staff and activities in either a single specified or multiple related office support areas; provides difficult, technical or specialized office support to various County offices; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first full supervisory level in the office support series, responsible for planning, organizing, supervising, reviewing and evaluating the work of a group of office support employees. The work also includes performance of difficult, technical, complex or specialized office support work.

EXAMPLE OF DUTIES:

- Supervises and directs office support staff and activities, either directly or through subordinate lead staff.
- Plans, schedules and assigns office support work such as drafting correspondence, typing, word processing, reception, filing, recordkeeping, report preparation, fiscal recordkeeping and similar clerical processing activities.
- Participates in the hiring of assigned staff, recommending selection for management approval.
- Trains assigned staff in general office and County procedures and specific departmental and unit policies and procedures.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action and other personnel decisions.
- Determines work schedules and authorizes leaves, ensuring the effective, efficient and timely completion of all work.
- Provides input into the budget and goal setting processes for the unit.
- Performs complex, technical, difficult and/or specialized office support work related to the department to which assigned.

- Ensures that office administrative details, such as supply inventory, equipment purchase and maintenance, board, commission and committee support and relief coverage are attended to; operates standard office equipment.
- Answers inquiries, provides information and resolves complaints from the public or County employees regarding the function and activities of the work unit that requires the use of judgment and the interpretation and application of policies, rules and procedures.
- Develops, recommends and implements improved operating procedures, forms and work processes.
- Researches and compiles operational and statistical data and information from varied sources; maintains records and prepares special and periodic reports.

QUALIFICATIONS:**Knowledge of:**

- Supervisory principles and practices, including work planning, scheduling, review, evaluation and employee training and discipline.
- Policies, procedures and terminology related to the department or function to which assigned.
- Applicable laws, ordinances, rules and regulations.
- Office administrative practices and procedures, including records management and the operation of standard office equipment.
- Business arithmetic, including percentages and decimals.
- Business letter writing and the proper form for typed materials.
- Correct English usage, including spelling, grammar and punctuation.
- Business data processing principles and the use of word processing or personal computing equipment.

Skill in:

- Planning, assigning, supervising, reviewing and evaluating the work of others.
- Training others in work procedures.
- Reading, interpreting and applying rules, policies and procedures.
- Organizing, researching and maintaining office files.
- Composing correspondence independently or from brief instructions.
- Using initiative and sound independent judgment within established guidelines. Organizing and prioritizing work, meeting critical deadlines and following up on assignments with a minimum of supervision.
- Analyzing and resolving varied office administrative problems.
- Operating standard office equipment, including a word processor or computer terminal and centralized telephone equipment.
- Establishing and maintaining effective working Relationships with those contacted in the course of the work.

Other Requirements:

Specified positions may require possession of a valid California driver's license.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is: Four years of office support or secretarial experience.