

SUPPORT SERVICES SUPERVISOR

DEFINITION

Under general supervision, provides day-to-day coordination and supervision of assigned support staff and administrative activities for a division or other major organizational unit; performs related work as assigned.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Support Services series. Incumbents are responsible for supervising assigned support staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees. Incumbents also coordinate support-related projects and programs that cross organizational lines within a division or other major organization.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned secretarial and office support staff for an entire division or similar organizational unit.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Develops and coordinates shift schedules, ensuring availability of staff and quality work production; maintains leave and attendance records for assigned staff.
- Coordinates the planning and provision of secretarial and administrative support services, including the use of temporary agency staff, for a division or similar organizational unit.
- Works with managers and supervisors on the assignment and reassignment of projects to support staff; shifts support staff to resolve workload issues, to provide back-up assistance, and to ensure smooth work flow and that deadlines are met.
- Coordinates office and supply arrangements to meet the needs of organizational staff, including office space, phone, computer, furniture, etc.; ensures that office supplies (including paper, binders, tabs, and general supplies) are ordered, available, and stored properly (including available basement storage).
- Coordinates the appropriate disposition of program materials and supplies; ensures that shared spaces and cubicle spaces are kept safe, clean, and orderly.
- Recommends expenditures relating to temporary agency staffing, support staff training, furniture, and office supplies.
- Provides overall assistance and coordination for organizational personnel on policies and procedures related to attendance and leave record keeping, conducting new employee orientations, and coordinating and facilitating continuing education plans.
- Coordinates all organizational copying, printing, shipping, and mailing activities, including working with alternative printing/mailing services.

- Serves as organization liaison on a variety of committees related to space allocation and utilization, organizational efficiency and effectiveness measures, and other support services issues.
- Follows up on projects, transmits information, and keeps informed of activities.
- Researches and compiles a variety of information, maintains records, and prepares periodic and special reports.
- Organizes and maintains various files and records; purges files as appropriate.
- Operates a variety of office equipment.
- Responds to requests and complaints from staff and others and resolves operational problems.

WORKING CONDITIONS

Must be available to work overtime and on weekends and holidays.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Office support, administrative, and secretarial practices and procedures.
- Problem-solving and conflict resolution methods and techniques.
- The operation of standard office equipment.
- Correct business English, including spelling, grammar, and punctuation.
- Record-keeping principles and practices.
- Safety principles, practices, and equipment related to the work.
- The operation of personal computers and the use of specified computer applications, such as word processing and spread sheets.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Use initiative and independent judgment within policy guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Provide and coordinate varied administrative support and secretarial assistance.
- Develop and implement assigned administrative support programs, policies, and procedures for an entire organization.
- Use initiative and independent judgment within general policy guidelines.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Safely operate a variety of standard and specialized office equipment.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to graduation from high school and four years of experience organizing and coordinating secretarial and administrative support functions for managers that included at least one year as a supervisor.

OR

One year as an Administrative Secretary or two years as a Secretary II with the judicial branch.