

THE COUNTY OF SOLANO
OFFICE SUPERVISOR

Rev. 9/00

DEFINITION

Under direction, the purpose of the position is to supervise all administrative functions of a department. Employees in this classification supervise functions including, but not limited to, budgetary activities, accounting, purchasing, payroll, data processing, payroll and personnel operation, and clerical personnel; may serve as a member of the department's management team; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class is characterized by the performance of a variety of secretarial and administrative duties including the responsibility for a significant segment of departmental business affairs, program administration and/or the coordination of departmental clerical/secretarial services. Work is routine to advanced, wherein incumbents exercise considerable independent judgment and initiative. This classification is distinguished from the Office Coordinator by the latter's lack of day-to-day supervisory responsibilities for clerical staff.

EXAMPLES OF DUTIES

Depending on assignment, duties may include, but are not limited to the following:

1. Plans, organizes and supervises clerical and technical departmental activities; supervises technical, clerical and/or other administrative support staff; develops work procedures, methods and record-keeping systems based on standard office practices and/or administrative directives; performs personnel management functions, i.e., performance monitoring, interviewing, selection, recommending hire, transfer, promotion and discipline.
2. Compiles and prepares budget documents; calculates revenue and other costs based on prior year experience and fixed forecasting formulas; researches costs of materials and supplies; verifies program/budget submissions prepared by others; compiles costs and extends totals; composes routine narrative descriptions of department services, program activities and funding sources and edits narratives prepared by others.
3. Monitors expenditures and revenues of the department, its divisions, work units, and/or programs; assists with establishment of and/or reviews work flow procedures and controls required to established and maintain a clear audit trail and comply with governmental codes and regulations; establishes and evaluates measurable performance standards; develops clerical procedures for maintaining departmental accounting and/or other administrative records; reviews, approves and otherwise facilitates purchases and payment of claims; maintains or coordinates inventory control over fixed assets and/or supplies.

EXAMPLES OF DUTIES (Continued)

4. Supervises and/or performs personnel and payroll transactions; applies and explains payroll/personnel rules, contracts and regulations; coordinates selection processes with departmental managers/supervisors; acts as a liaison with central personnel and payroll staff; maintains departmental position control and staffing rosters and organizational charts.
5. Establishes and participates in studies for improving automation, personnel training, effectiveness and/or efficiency of department operations; develops automated filing systems to produce fiscal/administrative reports to meet reporting requirements.
6. Completes special projects as assigned; monitors status of delinquent accounts; handles difficult public contacts; researches and resolves questions and complaints; compiles, prepares, and distributes various records, logs, and units reports, i.e. requests for payment, journal edit listings, operating and capital budgets; processes various forms required of assigned department, i.e., personnel forms, invoices, work orders, purchase orders.
7. Reviews, compiles, composes, proofreads and edits routine reports, correspondence, forms, informal minutes or meeting notes and other narrative or statistical documents.
8. Screens phone and office callers; takes and relays inquiries and messages; evaluates informational needs of callers; answers questions or directs people, or transfers calls, to appropriate parties or offices; calls people to request, update or verify information; provides others with procedural program information; explains policies, procedures, codes and/or regulations; arranges schedules of appointments, meetings and conferences.
9. Develops and maintains effective and efficient record keeping and file maintenance systems; ensures adherence to established filing methods and standards; reviews various records and reports to verify accuracy to established filing methods and standards.
10. Acts as liaison between assigned supervisor, other departments, outside government agencies, and the general public, gathering and relaying information as needed; meets with representatives of other departments and agencies to exchange information pertaining to department policies and procedures; exercises confidentiality and discretion in processing matters of a sensitive and confidential nature.

QUALIFICATION GUIDELINES

Education and/or Experience

High school diploma or GED; supplemented by three (3) years of full-time work experience, including eighteen (18) months of experience in a lead capacity experience that demonstrates possession of and competency in the requisite knowledge and abilities.

Knowledge/Skills/Abilities

Thorough knowledge of budget preparation, accounting and standard office administration, methods, practices and techniques; methods, practices and techniques of payroll, personnel, purchasing, and accounting transactions as applicable to assigned area of responsibility; administrative and general office practices; organization and work methods.

Considerable knowledge of supervisory practices; financial and statistical reporting techniques; fixed asset reporting practices; effective supervisory principles and techniques; efficient file management and records retention systems; business English, and rules of grammar, spelling and punctuation.

Ability to exchange communication in obtaining information or clarifying details; evaluate, plan, prioritize, coordinate, and delegate daily clerical operations; operate a variety of modern office equipment, i.e., telephone systems, facsimile machines, typewriters, computer terminals, adding machines; interpret and apply rules, regulations, policies and procedures applicable to assignment; take initiative and responsibility in performing the tasks associated with department program needs; exercise judgment in reflecting the intent of supervisor as applied to implementing departmental objectives; research technical information; process and maintain documents and material; identify and analyze operational problems and recommend changes; determine appropriate course of action in emergency or stressful situations; prepare narrative and statistical reports; lead and/or supervise the work of others engaged in clerical activities; secure cooperation and teamwork among professional and/or support staff; maintain accurate records; maintain confidentiality of information; recognize and respect the limit of authority and responsibility; establish and maintain administrative control.

SPECIAL REQUIREMENTS

None.

SUPPLEMENTAL INFORMATION

Applicants are required to demonstrate intermediate word processing skills through the passing of a County approved test.

Recruiting requirements may be set to test keyboarding (50 net WPM) and/or transcription speed; however these skills are not the primary areas to be measured in the selection process.

Possession of or ability to obtain a valid Class C California driver's license may be required.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed with exposure to adverse environmental conditions, such as dust, temperature and noise extremes and toxic agents.



Human Resources Director

Date 9/1/02

Solano County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Solano County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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