

SUPERVISING OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for supervising a unit of clerical employees engaged in the provision of secretarial or clerical support to a program or service. In addition to providing supervision, the incumbent performs general secretarial/support activities including skilled keyboarding. In some units, the incumbent is involved in additional ancillary activities which often involve the review and processing of program related records or scheduling. This position differs from Principal Program Assistant in that the work focuses on providing supervision over employees performing routine secretarial and/or clerical support, while the Program titles are more involved in processing information and records in directly carrying out portions of a program or service. The work is performed under general departmental procedures or guidelines. The incumbent may often have significant input in the development or modification of such procedures in relation to their expertise in providing efficient secretarial/clerical support. Supervision is exercised over the work of lower level employees, including performance counseling and appraisals and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises a unit of secretarial/clerical support employees, including the distribution and review of work, coverage of all unit activities, conducting performance appraisals, and significant input in the areas of hiring, discipline and termination;
2. Prepares reports or summations concerning unit's or program's activities;
3. Attends departmental meetings and disseminates information to unit employees;
4. Prepares and maintains manual covering unit procedures, standards and operations;
5. Addresses and resolves problem situations such as non-routine activities and working with difficult callers or visitors;
6. Processes records for unit or program including such activities as checking for compliance with accepted procedures, transposing or disseminating information, logging records or coordinating the scheduling of appointments;
7. Keeps apprised of all updates and changes to operating system and makes necessary changes in procedure.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of supervisory practices including scheduling, organizing work flow, resolving problems and evaluating employee performance;

Knowledge of office practices necessary for interacting with staff and the public, expediting unit work, filing and retrieving information and revising office procedures to provide for maximum efficiency;

Knowledge of software packages for word processing to produce a variety of information and for data base management and spreadsheets to track information;

Knowledge of grammar, spelling, punctuation and required formats necessary to recognize and correct such errors in correspondence, reports and records;

SUPERVISING OFFICE ASSISTANT (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Knowledge of arithmetic to verify calculations and report on unit's work activities;
Skill in operating office automation equipment to produce work accurately and efficiently;
Ability to take minutes and prepare summary notes;
Ability to train employees in departmental procedures and guidelines;
Ability to assist staff in responding to clients and the public in difficult or non-routine situations;
Ability to organize, maintain and extrapolate information from records;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

Three years of full-time clerical work experience, which involved keyboarding.

NOTE:

College education may be substituted for the required experience for up to two years with thirty credit hours being equivalent to one year of experience.

SPECIAL REQUIREMENTS:

1. Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.
2. In some positions in this title, the appointing authority may require employee to acquire licensing as a Notary Public.

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