

SUPPORT SERVICES MANAGER

DISTINGUISHING FEATURES OF THE CLASS:

The incumbent of this position functions in an administrative and supervisory position under the general supervision of the Administrative Division Chief and the general direction of the Commissioner of Mental Hygiene. This person has direct responsibility for the organization and functioning of the clerical support services for the Dutchess County Department of Mental Hygiene and serves as the Unit Leader for the clerical and support unit. In the capacity of assistant to the division chief, this person may be delegated some purchasing and personnel functions. Supervision is exercised over all clerical and support staff, such as Bus Driver/Maintenance Workers and Offset Printing Machine Operator, within the Department of Mental Hygiene.

TYPICAL WORK ACTIVITIES:

1. Interviews and makes recommendations on hiring (except for Fiscal and Data Processing Units) all clerical and support employees;
2. Assigns work locations and responsibilities (within the scope of civil service job classifications) to clerical staff in the department;
3. Supervises clerical staff in the department;
4. Supervises Bus Driver/Maintenance Workers and the Offset Printing Machine Operator;
5. Advocates for clerical and support staff in the areas of in-service training programs, promotional opportunities, etc.;
6. May reassign on a temporary or permanent basis support staff's work locations within the department;
7. Does initial canvassing of all lists of qualified applicants and eligible lists from Dutchess County Personnel Department;
8. Conducts employee performance appraisals;
9. Intervenes in minor disciplinary issues, referring significant problems to division chief;
10. Reviews all purchasing requests for an amount of less than or equal to five hundred dollars, verifying voucher for accuracy and signing for final authorization;
11. Orders and distributes expendables for all units of the Department of Mental Hygiene;
12. Makes recommendations on annual departmental budget relating to purchase of equipment, such as desks and typewriters, and estimates funding for expendables;
13. Prepares personnel change memos for Personnel, Finance and County Executive, recording hiring, shift and title changes, resignations, terminations, etc. of all departmental employees;
14. May serve on committees, such as Committee for Space, at the direction of the Commissioner in the capacity of an expert in the provision of clerical services and in the interests of the clerical staff;
15. May conduct department-wide or unit-wide meetings for clerical employees;
16. Does related work as required.

SUPPORT SERVICES MANAGER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern office practices, procedures and equipment; good knowledge of personnel, budgetary and purchasing practices in a public agency; good knowledge of supervisory techniques; working knowledge of municipal accounting; working knowledge of community mental hygiene services; ability to plan and supervise the work of others; ability to establish relationships and work effectively with people; ability to delegate work; ability to communicate effectively both orally and in writing; ability to type from rough draft or clear copy at an acceptable rate of speed; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State recognized four-year college or university with a Bachelor's degree in business or a closely related field plus two years of responsible clerical work experience which should have included typing, at least one year of which must have been in a supervisory capacity;
- OR: (B) Graduation from a regionally accredited or New York State recognized two-year college or university with an Associate's Degree in secretarial science, business or a closely related field plus four years of responsible clerical work experience which should have included typing, at least one year of which must have been in a supervisory capacity;
- OR: (C) Graduation from high school plus six years of progressively responsible clerical work experience which should have included typing, at least two years of which must have been in a supervisory capacity;
- OR: (D) An equivalent combination of the training and experience as indicated in (A), (B) and (C) above.

CL4408

ADOPTED: 12/05/72 (Administrative Assistant)

REVISED: 12/81

09/14/83