

CLASS SPECIFICATION



CLASS: Support Services Supervisor
ALLOCATION: Countywide
FLSA STATUS: Non-Exempt
UNION AFFILIATION: YCEA

ESTABLISHED: June 2015

JOB SUMMARY:

Under general supervision, plans, assigns, reviews, coordinates and provides day-to-day direction to clerical and technical administrative staff within an assigned work unit; performs the most difficult and complex administrative and technical functions to support the activities of the assigned department; and performs related work as assigned.

This is the working supervisory level in the administrative series. Incumbents spend significant percentages of time supervising and coordinating activities of technical and/or clerical staff and are also expected to be fully trained in all policies and procedures related to assigned unit and perform the most difficult, specialized and sensitive technical administrative work. Incumbents may be assigned specific project or program responsibilities.

CLASS CHARACTERISTICS:

Depending on the department assigned this position reports directly to a management classification. This class is distinguished from a Manager in that the latter has management responsibility for a major functional division within a County Department.

EXAMPLES OF DUTIES:

Essential:

- Plan, assign, organize, supervise, train, review and evaluate the work of subordinate staff on a day-to-day basis; organize and coordinate technical and clerical functions to support the program operations of a department or major division in a department.
- Screen and assign workload; plan, set priorities, and follow-up to ensure coordination and completion of assigned work; instruct staff in job duties and County, departmental and divisional policies.
- Provide training in work procedures to assigned staff; develop staff skills; mentor staff and evaluate job performance; identify training needs; promote good morale and cooperative work relations.
- Assist in defining, designing, implementing and evaluating staff training and development; arrange for training to be provided as necessary.
- Provides input into selection, evaluation, disciplinary and other personnel matters; prepares evaluation forms and counsels employees as required.
- Participate in departmental meetings to analyze department and unit needs; recommend changes in matters such as organization, workflow, policies, procedures or use of forms.
- Prepares a variety of technical, statistical and narrative reports, letters, memos and other written materials.
- Resolve problems, create solutions, allocate resources; clarify and reconcile issues relating to policies and procedures.
- Review, investigate and correct errors and inconsistencies in data entries, transactions, documents, procedures and reports.
- Coordinates information and assures effective communications internally, with other County departments, external agencies and the public as required.
- Maintain workload and statistical records; prepare a variety of reports relating to the activities of the unit and other matters.
- Maintain or direct the maintenance of a variety of automated and hard copy files.
- Builds and maintains positive working relationships with co-workers, other County employees and the public using principles of good customer service.
- Serve as a resource for managers, County employees and external agencies on departmental policies and procedures, particularly in unusual or questionable situations.
- Occasionally perform the duties of subordinate staff.

Important:

- Adhere to the standards of the Privacy Act of 1974, {U.S.C. SS 552A} as amended; maintain and enforce all aspects of confidentiality of client information.
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May be required to drive a personal or County-owned motor vehicle.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of employee supervision, including selections, work planning, organization, performance review and evaluation, and employee training and discipline.
- Applicable federal, state and local laws, codes, regulations and standards governing area of assignment.
- Comprehensive knowledge of County and assigned department policies, procedures and protocols.
- Principles and practices of project management including work planning, direction, quality control and record maintenance.
- Standard office practices and procedures, including filing, the operation of standard office equipment and computer applications related to the work.

Skill in:

- Planning, organizing, supervising, reviewing, assessing and evaluating the work of others including delegating tasks and authority as appropriate.
- Interpreting local, state and federal laws and regulations and applying them to County operations.
- Reading, understanding, interpreting, explaining, applying and training others in technical policies and procedures related to the work.
- Preparing clear, complete, accurate and concise notes, reports, correspondence and other written materials in a timely manner.
- Organizing own work, maintaining accurate files, assessing and prioritizing multiple tasks, projects and demands and meeting critical deadlines.
- Adapting to changing priorities and requirements.
- Exercising independent judgment and initiative within established policy and procedural guidelines.
- Operating a computer utilizing a variety of business software.
- Establishing and maintaining effective working relations with subordinate staff, co-workers, other county employees and representatives from other local, state or federal agencies.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Effectively communicate verbally and in writing.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Multi-task, meet deadlines, regardless of frequent interruptions or moderate levels of stress.
- Effectively interact with individuals from various socio-economic, cultural, behavioral and environmental settings, in person and over the telephone, occasionally where relations may be confrontational or strained.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

- Strength to occasionally lift and/or carry items weighing up to 30 pounds.
- May be required to operate a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.
- May be required to travel for meetings or conferences outside of normal business hours.
- May work in potentially violent, offensive or highly charged emotional environments depending on area of assignment.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Specified positions may require off-hours, weekend and holiday shift work.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: An Associate's Degree from an accredited college with major course work in business or a related field and three years of progressively responsible administrative experience. *Candidates with strong experience who lack the degree are encouraged to apply.*

PREFERRED: In addition to the minimum, experience providing supervision and lead direction to others.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Approval: Jill Abel
Date:

EEOC:
WC:

Human Resources Approval: Analyst
Date:

Signature: _____

Signature: _____