



Class Code: 3-2118  
FLSA: Non-Exempt  
EEO: 4  
Bargaining Unit: 3  
Revised: 10/2020

## **OFFICE SERVICES SUPERVISOR**

### **DEFINITION**

Under general direction, plans, organizes, directs, and evaluates the work of two or more office support work units; establishes and maintains administrative records, and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the second full supervisory level in the Office Assistant class series. Incumbents supervise office support functions through first-line supervisors, Incumbents also perform a variety of the more difficult and complex office, administrative, and general support work. This class is distinguished from Officer Manager in that Office Managers are delegated a wider scope of supervisory responsibilities over a broader range of functions.

### **SUPERVISION RECEIVED AND EXERCISED**

A variety of supervisory or management positions, depending upon the department or program area where assigned. May provide lead direction to Office Assistants, and other staff as assigned.

### **EXAMPLES OF ESSENTIAL DUTIES**

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Plans, organizes, coordinates, and supervises the office and administrative support functions for assigned work units.
- Coordinates work assigned to various office support sections.
- Evaluates and establishes work priorities to meet deadlines.
- Monitors work for accuracy, appropriateness, effectiveness, and compatibility with governing laws, regulations, codes, ordinances, and department standards, policies, and procedures.
- Clarifies and interprets conflicting, ambiguous, or incomplete regulations or procedures for the standard use by subordinates and to reflect changes in regulatory guidelines and work procedures.
- Selects, trains, evaluates, and disciplines subordinate staff; determines the need for staff training and oversight and provides appropriate training and direction.
- Develops or revises work practices and procedures to ensure efficiency and conformance with technical requirements and management direction.
- Instructs lead and supervisory personnel of changes in work methods or guidelines and their effect on office support work conditions, workflow, workload, staffing, training, and coordination with other staff.
- Arranges for additional staffing to meet established objectives.
- Holds individual and/or group meetings to explain or interpret rules, regulations, and work procedures.
- Attends instructional orientation meetings related to changes in department procedures or regulatory guidelines.
- Makes recommendations related to changes in policies and procedures.
- Handles difficult situations with the public and explains regulatory and procedural guidelines.

- Establishes and updates administrative records related to budgetary expenditures, appropriations, adjustments, estimates, workload, production, employment and pay status, requisitions and maintenance of supplies and work schedules.
- Updates regulatory and procedure manuals, operates, and oversees the operation of automated systems, requiring the interpretation of system requirements and assisting with the layout and formatting of field, screens and reports used in database, spreadsheet, or work processing software.
- Oversees the production of a variety of reports and documents through automated systems.
- Performs related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Policies and procedures of the department and units where assigned.
- Thorough knowledge of specialized areas of office support where assigned.
- Rules, regulations, policies, and procedures related to the department where assigned.
- Good public relations techniques.
- Maintenance of files and information retrieval systems.
- Computers and software used in office and administrative support work.
- Modern office methods and procedures.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.
- Principles of supervision, training, work coordination, planning, and employee evaluation.

### **Ability to:**

- Maintain on-going responsibility for the office support functions of two or more assigned work areas or units.
- Select, train, supervise, and in a timely manner objectively evaluate subordinate staff.
- Perform a variety of complex administrative, office, and general support work with minimal guidance and supervision.
- Understand and apply regulatory, office practices, and procedural guidelines to a variety of unrelated situations.
- Review, and analyze information and draw logical conclusions.
- Provide oral and written technical direction to others.
- Follow oral and written directions and instructions.
- Collect and analyze data to use in compiling administrative reports and controls.
- Operate a computer and use department software in the performance of assigned work.
- Deal tactfully and courteously with the public and other staff when explaining the functions and policies of the work area where assigned.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

### **Licensing and Certification:**

Possession of, or ability to obtain, an appropriate valid California Driver's License.

### **Education and Experience:**

One (1) year of experience performing first-line supervisory office support duties in an office environment.

Additional directly related education and/or experience may be substituted.

## **WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS**

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Light Work:** Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for light work.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Incumbents generally work outside of a typical office environment and may be exposed to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, and poor ventilation; underground, confined, or restricted workspaces.

Positions in this class may require local and statewide travel as necessary.

**Disaster Service Workers:** As members of the County of Lake Emergency Services Organization, all County of Lake employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

**The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.**