

SUPPORT UNIT SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To supervise, assign, review and participate in the work of staff within an administrative office; to ensure work quality and adherence to established policies and procedures; to perform a variety of advanced administrative support and technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from higher level management staff.

Exercises direct supervision over assigned administrative and technical staff.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level of the Administrative Support series. Employees within this class are distinguished from the Administrative Assistant by the performance of the full range of supervisory duties for three or more personnel and thorough knowledge of the assigned work environment. Employees at this level receive only occasional instruction or assistance as new or unusual work situations arise, and are fully aware of the operating procedures and policies of the work unit.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Plan, prioritize, assign, supervise, review and participate in the work of assigned administrative support staff.
2. Establish schedules and methods for providing administrative services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
4. Interpret policies and regulations for public and staff resolving difficult problems of a complex or sensitive nature.
5. Recommend and assist in the implementation of goals and objectives; evaluate operations and activities; recommend and implement improvements and modifications. Develop and implement forms and procedures to facilitate workflow.
6. Maintain inventory of supplies, materials, tools and equipment; prepare specifications; receive price quotations; purchase materials, tools and equipment as necessary; receive and check all incoming shipments of supplies, materials, tools and equipment.
7. Maintain and order office supplies; prepare purchase orders; check invoices for accuracy and approve.
8. Receive time cards and other personnel information; review information for accuracy and completeness; assist in preparing payroll information; maintain confidentiality.

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9. Participate in the selection of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
10. Participate in the preparation and administration of the assigned budget or grants; submit recommendations; monitor expenditures.
11. Prepare analytical and statistical reports on operations and activities.
12. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
13. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of an administrative program.
General office administrative policies and procedures.
Principles of supervision, training and performance evaluation.
Public agency purchasing regulations.
Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
Mathematical principles.
Principles and practices of inventory control.
Principles and practices of budget administration.
Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Oversee general office administrative programs.
Supervise, organize and review the work of lower level staff.
Select, supervise, train and evaluate staff.
Interpret and apply administrative and departmental policies and procedures.
Maintain adequate inventory levels.
Oversee building management operations.
Prepare clear and concise reports.
Respond to requests and inquiries from the general public.
Maintain confidentiality in all work areas.
Interpret and apply Federal, State and local policies, laws and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

College level course work in office management, business or public administration.

Experience:

Four years of increasingly responsible office administration experience with at least two years within the Department or related agency or service. At least one year of full supervisory responsibility.

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PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office setting with some travel to attend meetings.

Mobility: Incumbents require sufficient mobility to work in an office setting and operate office equipment.

Vision: Vision sufficient to read small print, computer screens and other printed documents.