

OFFICE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for supervising support services for the effective and efficient operation of the Department. Responsibility includes maintaining and/or recommending improvement in the efficiency and effectiveness of each operation in order to meet daily or long term operating needs. This position assists in confidential internal operations and ensures that all documentation is processed effectively and efficiently. Work also includes planning and delegating work, ensuring the most effective utilization of staff, recommending changes in both procedures and documents and ensuring that the Department's goals are met. Supervision is exercised over support/clerical staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develops, formulates, and implements the administration of office records, correspondence and other documents;
- Develops and administers programming for the effective and efficient operation of the department;
- Directs and participates in the preparation of office documents;
- Supervises and performs daily record keeping of employee time and attendance, maintenance of departmental personnel files and payroll preparation;
- Supervises, coordinates and instructs staff on the various departmental operations and procedures by monitoring work flow, providing technical and manual assistance, and providing guidance when difficulties arise;
- Recommends and implements improvements to ensure the efficiency and cost effectiveness of each operation while meeting the department's needs;
- Conducts performance appraisals and handles disciplinary problems of staff;
- Prepares deposits into accounts and disbursement vouchers; reconciles accounts and prepares reports from information;
- Makes recommendation on budgetary changes as needed;
- Answers questions from staff as well as general public;
- Assists in the design and creation of computerized records for the department;
- Assists in training new clerical staff;
- May participate in staff meetings concerning implementation
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the principles and practices of office management;
- Thorough knowledge of office terminology, procedures and equipment;
- Good knowledge of public administration theories and practices;
- Good knowledge of the organization and functions of all city departments;
- Good knowledge office equipment, including software applications used to produce correspondence, reports and records;
- Ability to supervise the work of others;
- Ability to interpret and make decisions in conformance with relevant laws, regulation and policies pertaining to department;
- Ability to maintain a high degree of professionalism;
- Ability to communicate effectively with others and to secure cooperation;
- Ability to carry out project assignments requiring a high degree of initiative;
- Ability to work independently;
- Ability to prepare precise reports;
- Ability to analyze reports and other data;
- Ability to express ideas clearly and concisely; both in writing and verbally;
- Good judgment;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree or higher and two (2) years of fulltime paid experience in administrative office work within private or public administration which must include at least one (1) year of supervisory experience; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and four (4) years of fulltime paid experience in administrative office work within private or public administration which must include at least one (1) year of supervisory experience; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of fulltime paid experience in administrative office work within private or public administration which must include at least one (1) year of supervisory experience.

Revised:
1/28/15