DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent in this class is responsible for coordinating, managing and supervising staff, including job evaluation/analysis and policy/procedure implementation. Incumbents establish and maintain effective liaison with all units of the Department to meet the daily and long-term objectives of the department. Supervision over others is typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Directs the daily support activities of the department or unit by prioritizing workflow and providing technical and manual assistance;
- Develops and implements office procedures and routines and/or plans the efficient flow of work;
- Performs a wide variety of administrative activities;
- Schedules and reviews work assignments;
- Coordinates the flow of work and administrative records between divisions and units to ensure continuity, accuracy and availability;
- Provides advice and guidance to staff on office procedures and policies;
- Provides departmental supervisors with qualitative analysis on a continuing basis of the division’s operations including charts, graphs, tables, etc., which will be used to develop performance standards, production and cost controls, and staffing and budgetary requirements;
- Recommends changes in office procedures and routines for efficiency control standards;
- Performs staff evaluations and makes recommendations as needed;
- Maintains attendance and performance records;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the department’s organization, policies, procedures and objectives;
- Working knowledge of personal computers and office equipment;
- Ability to plan, assign and supervise the work of clerical staff and interns;
- Ability to develop effective working relationships and deal diplomatically with the public, subordinates and other work contacts;
- Ability to analyze and organize data;
- Ability to make clear and accurate analyses of facts, figures and processes;
- Ability to handle multi-task situations, with attention to detail;
- Ability to understand and interpret complex oral and written instructions;
- Ability to organize and maintain accurate records and files;
- Ability to express oneself clearly and concisely;
- Courteous;
- Tact and diplomacy;
- Reliability;
- Accuracy;
- Good judgment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Please let me know what the minimum qualifications should be.