

SUPERVISING OFFICE SPECIALIST



Description:

Under general direction, performs supervisory and administrative support work, planning, organizing, and coordinating the work of clerical, administrative and other support staff. These classes are characterized by their respective responsibility to plan, assign and supervise the work of a unit or group as a primary part of the job. Work requires supervising workflow, assisting with and reviewing work procedures, timelines and quality of work products and resolving questions and issues regarding policies and procedures for subordinates. Incumbents serve as authoritative source on regulations, rules and interpretation of policy and guidelines.

Distinguishing Characteristics:

These classes are two separate levels of clerical supervision that are distinguished by the complexity of support work supervised. While the supervisory responsibilities are consistent from department to department, the competencies and skills may be specific to the department served. Positions in this class work under general direction with considerable independence for ensuring accuracy of content.

This class is distinguished from the class of Supervising Office Assistant by the responsibility to plan and supervise the work of an office support unit performing highly varied, complex and specialized functions and/or with subordinate supervisors. Staff supervised typically includes Office Specialists. This class is further distinguished from Supervising Office Assistant by the complexity of the clerical operation.

Duties may include, but are not limited to:

1. Supervises the work of assigned staff. Evaluates work performance, prepares and signs performance evaluations. Participates in personnel decisions including hiring and disciplinary actions and assists in resolving employee grievances; approves leave requests.
2. Plans, organizes, schedules and assigns the day to day clerical support operations of the office; establishes work sequence, priorities, deadlines, and work standards; estimates supply, staff and equipment requirements.
3. Identifies training needs and plans training programs; may develop training curricula and prepare training materials.
4. Reviews work products prepared and processed by unit/section for accuracy and compliance with County policy.
5. Assists in developing, revising and implementing new or revised procedures, forms and office systems; coordinates clerical services with other departmental operations.
6. Maintains records of workload and personnel information; prepares operational, narrative and statistical reports.
7. Researches data, laws, regulations and policies, and explains and interprets same to the public, employees, supervisors and others; handles unusual or difficult problems referred by subordinates.

8. Operates computer and applicable software and a variety of other office machines to enter and retrieve a variety of data and to produce and/or process a variety of materials.
9. Composes correspondence, and compiles information for reports, budget justifications, special projects and studies; prepares manuals on office procedures and instructs clerical staff in their use.
10. Supervises the preparation of narrative, statistical, legal and other reports, forms or correspondence.
11. Sets up and maintains indexing and filing systems, record keeping procedures and systems and office procedures; directs the storing, retrieving and purging of information in automated or manual filing systems.
12. Performs mathematical calculations; computes statistics and receives and issues receipts for cash; prepares purchase orders and requisitions; checks and maintains appropriate records.
13. Reviews the preparation of, or processing of a variety of complex documents, calendars, legal orders, forms, correspondence and other material; functions as an authoritative source of information on regulations, rules, department policy, and guidelines; updates knowledge through reading, training, meetings or briefings.
14. Orders and/or supervises ordering of supplies and supervises tracking of supplies and equipment.
15. Projects budget, equipment and staff needs.
16. Serves as the authoritative source of information on the intent, coverage, and content of instructions, guides, precedents and regulations.
17. Conducts special studies relating to the development and implementation of office clerical operations, policies and procedures.
18. Updates staff of changes in laws and procedures and ensures compliance.
19. Provides vacation or temporary relief as required.
20. Provides other duties as required.

Typical Qualifications:

Four (4) years (full-time equivalent) of *complex, specialized* office clerical experience **-AND-** two (2) years (full-time equivalent) of supervision that involved responsibility for hiring, evaluation and disciplinary actions. Supervisory experience may be included in the clerical experience or described separately as obtained through other employment.

Health and Physical Condition:

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.

Job Code: 40625

Salary Range: N27

Representation Unit: Non-Represented

Last Updated: 9/28/09