

Specification for Class of

OFFICE SUPPORT SUPERVISOR 1  
OFFICE SUPPORT SUPERVISOR 2  
OFFICE SUPPORT SUPERVISOR 3

**2: Abolished Effective June 1, 2005**

CLASS SERIES INTENT

Supervises staff and oversees clerical support operations.

Definition: Supervises assigned staff.

DISTINGUISHING CHARACTERISTICS: Interviews and recommends selection of applicants, conducts training, assigns and schedules work, acts upon leave requests, conducts annual performance evaluations and recommends corrective actions. Interprets rules, policies and procedures, develops and implements procedures, and makes recommendations regarding unit budget.

Office Support Supervisor 1: Working supervisor. Supervises support staff in a clerical unit and performs the duties of the unit. These duties are the same or similar to those performed by subordinate staff.

Office Support Supervisor 2: Operations supervisor. Supervises support staff and/or other supervisor(s). The majority of time is spent overseeing and coordinating day-to-day unit operations.

Office Support Supervisor 3: Multi-unit supervisor. Supervisor of supervisors in an organization with three or more functional areas such as accounting, cashiering, reception and customer service, centralized records and files, document reproduction and printing, and centralized mail services. A functional area is discrete from the other work performed in the unit. Staff are typically assigned to a specific functional area.

Uses independent judgment to accomplish assignments or solve problems. Responsible for developing new work methods, procedures, or strategies or modifying existing work methods, procedures, and strategies to solve new or unusual problems. Plans and prioritizes work to meet internal and external deadlines. Work is subject to review at the completion stage to determine effectiveness in producing expected results.

#### Examples Of Work

Acts as liaison to other departments; resolves problems that arise between unit personnel and customers, both internal and external;

Develops and implements procedures, forms, work methods, schedules, job priorities, etc., to be followed by subordinates; coordinates unit work flow;

Develops and prepares reports related to the activities of the unit;

Coordinates and supervises others involved in the activities of the unit including the development, preparation and maintenance of departmental records, databases, statements of income and expenditures and summaries of departmental operation;

Communicates instructions from technical and administrative supervisors;

Consults with appropriate management regarding clerical requirements and makes recommendations regarding necessary budgeting of unit to accommodate staffing, equipment, supplies, and facility costs; prepares budget recommendations and monitor budget;

Performs duties of unit staff;

May provide direct support services;

Performs related duties as required.

#### Desirable Qualifications

Office Support Supervisor 1: One year of experience as a clerical lead or supervisor and two years of clerical experience.

Office Support Supervisor 2: Two years of experience as a clerical lead or supervisor and three years of clerical experience.

Office Support Supervisor 3: Three years of experience as a clerical supervisor and five years of clerical experience.

Note: Supervisory, lead and/or clerical experience can be gained concurrently. Some positions in these classes will require keyboarding or typing accurately at a net speed of 40 words per minute or faster.

New Class: 07/01/97.

Merges/incorporates work formerly performed in the following classes: 00180, Clerical Supervisor 1; 00220 Clerical Supervisor 2; and 00260, Clerical Supervisor 3. Merges/incorporates supervisory work formerly included in the classes of 00140, Clerk 3; 01140, Clerk Typist 3; and 01540, Clerk Stenographer 3 into the Office Support Supervisor 1.