



OFFICE SUPERVISOR

Definition

Under general supervision, plans, organizes, directs and reviews the work of office support staff; provides para-professional assistance in the analysis, implementation and monitoring of a wide-range of departmental activities and programs; provides analytical support assistance to the department manager and performs other related work as assigned.

Distinguishing Features

The class of Office Supervisor is characterized by the planning, direction and coordination of work of several office support employees in addition to providing para-professional and office administrative support to the department manager and other managerial and professional staff. Successful performance of the work requires the ability to exercise sound independent judgment, coordinate several activities, gather and analyze data and write reports while meeting critical deadlines and maintaining effective working relationships with internal and external customers.

This class reports to the department manager.

Typical Examples of Duties

1. Plans, directs, coordinates, and reviews the work of a small group of office support staff providing varied office assistance to the department. Maintains a close and highly responsive relationship to both department office support staff and other managerial and professional staff.
2. Develops, modifies and implements changes to office procedures and practices to improve effectiveness and efficiency.
3. May direct the preparation, distribution and filing of engineering and construction specifications; assist in bid openings and in preparing reports relating to the award of bids.
4. Prepares agendas, correspondence, annual and other reports, forms, specifications, and specialized documents or statistical materials related to the functions of the department from drafts, notes, or brief instructions; proofreads typed materials and checks for accuracy and compliance with departmental policies.
5. Directs the establishment and maintenance of comprehensive technical and office files and electronic document management system; researches materials from various sources and prepares periodic and special reports from information gathered; provides for the microfilming and transfer of files to storage or disposal.
6. Maintains project schedules of work assigned to various divisions; monitors and tracks progress of assigned projects; follows up to obtain status report; prepares summaries of project status for review by the department manager.



7. Provides perform document management system records management, word processing, spreadsheet, database, e-mail, Internet research, presentation materials and other specialized functions.
8. Maintains records and processes forms such as time and leave records, personnel forms, purchase requisitions and orders and others specific to the department manager.
9. Provides administrative assistance to the department manager.
10. Performs other related work as required.

DESIRABLE QUALIFICATIONS - *Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

Education and Experience: Either (1) Possession of a Baccalaureate degree from an accredited college or university with a major in Business or Public Administration, English, or a related field and four years of full time experience working for senior management or professional staff in an administrative support capacity; or (2) Possession of an Associate degree from an accredited college with a major in Business or Public Administration, English, or a related field and six years of full time experience working for senior management or professional staff in an administrative support and/or office supervision experience capacity.

Additional qualifying experience may be substituted for the desired education on a year for year basis up to a maximum of two years (Associate degree) or four years (Baccalaureate degree.)

Knowledge, Skills, and Abilities

Knowledge of: - Basic supervisory principles and practices; principles and practices of organization and management; applicable federal, state and local laws and regulations governing water district operations; administrative analysis techniques and basic statistics; accepted concepts of public and community relations; techniques for providing good customer service; modern office methods, equipment and procedures; records and document management procedures; English usage, grammar and punctuation. **Skill in:** Strong computer, word processing, spreadsheet software, and internet research skills; directing and evaluating the work of others; typing accurately at a rate of 50 net words per minute from printed copy **Ability to:** Gather and analyze data and prepare reports and recommendations based thereon; organize, coordinate, and prioritize a variety of assignments with varying deadlines; work effectively under pressure with frequent interruptions; function effectively in an administrative support capacity and maintain strict confidentiality; communicate effectively, both orally and in writing; maintain detailed and accurate records; prepare clear and concise written reports; train others to perform department-related administrative duties; establish and maintain good working relationships with those contacted in the course of the work.

Working Conditions/Physical Requirements: On a continuous basis, sit at a desk for long periods



of time in front of a computer screen; intermittently twist to reach equipment or supplies surrounding desk; perform simple grasping and fine manipulation; use telephone and computer keyboard on a daily basis; occasionally lift and carry items weighing up to 10 pounds.

Other Requirements: - none

Adopted: 02/99

Revised: 11/05

Approved: Human Resources Manager