

ADMINISTRATIVE SUPPORT SUPERVISOR

CLASS SUMMARY:

This is the first-line supervisory level in a job series of administrative support type work. This class is distinguished from lower-level jobs by the responsibilities for supervision of daily activities and staff and from management-level classifications by the emphasis on the performance of technical work and delivery of services. Incumbents are responsible for performing advanced and/or complex technical work in area assigned; providing technical direction and problem resolution related to program services and activities; ensuring staff and program compliance with applicable laws, regulations, policy and procedure; and reviewing and preparing statistical and related reports.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Supervises administrative and technical support staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
2. Supervises the day-to-day activities of an assigned area of responsibility, which includes planning, coordinating, administering, and evaluating the administrative support programs, projects, processes, and procedures; ensures effective delivery of services; monitors and ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.
3. Performs advanced and/or complex technical work in assigned area of responsibility.
4. Prepares, reviews, interprets, and analyzes a variety of information, data, and reports; makes recommendations based on findings.
5. Assists with the department's budget preparation and administration; assists in the preparation of cost estimates for budget recommendations. Submits justifications for budget items for the administrative support unit and monitors and controls unit expenditures.
6. Represents the department and/or County at a variety of meetings, public events, training sessions, on committees, and/or other related events.
7. Receives, responds to, investigates, and/or resolves complaints, requests for information, and/or other related items.
8. Performs other duties of a similar nature or level.

Training and Experience (positions in this class typically require):

High School Diploma, or G.E.D., supplemented by specialized training and four years of related experience, including lead or supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class may require):

- Oregon Driver's License;
- Certification related to the area assigned.

Knowledge of (position requirements at entry):

- Supervisory principles;
- Basic budgeting principles;
- Office management principles and practices;
- Customer service principles;
- Culturally competent practices;
- The role that culture plays in work relationships, operations and dynamics;
- Filing and recordkeeping principles;
- Modern office procedures, methods, and equipment;
- Mathematical concepts;
- Departmental operations, services, and/or offerings;
- Research and reporting methods;
- English language, grammar, and punctuation.

Skills in (position requirements at entry):

- Monitoring and evaluating the work of subordinate staff;
- Prioritizing and assigning work;
- Monitoring day-to-day activities in assigned area of responsibilities;
- Analyzing problems, identifying alternative solutions, and recommending improvements;
- Scheduling and coordinating multiple projects simultaneously;
- Using a computer and related software applications;
- Performing mathematical calculations;
- Providing customer service;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds;
- Gathering, interpreting and behaviorally adapting to cultural contexts;
- Using modern office equipment;
- Preparing and analyzing a variety of reports and/or information;
- Adapting to changing priorities;
- Ensuring compliance with applicable policies, procedures, and regulations;
- Communication, both verbal and written, sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates LLC (LM,KLR) Date: 7/06
Classification and grade (Job Code N7001) approved on December 13, 2006 by Lane County Board Order 06-12-13-3.
FLSA Status: Exempt