

OFFICE SUPERVISOR

JOB PURPOSE AND SUMMARY

This is highly responsible supervisory and administrative support work for Clark County.

An employee of this class is responsible for planning and accomplishing a designated workload primarily through subordinate employees, and for the quantity and quality of work performed. Incumbents are normally first line supervisors who plan workload distribution, assign work, adjust assignments to accommodate work fluctuations and changes, monitor work accomplishment, take corrective actions to maintain acceptable quality standard, select and train new employees and evaluate employee performance. Duties are primarily supervisory and administrative in nature; incumbents may occasionally participate in the performance of clerical duties. While the number of subordinates is variable, these positions typically supervise from four to ten employees. Activities are governed by established policies, rules and procedures which must be understood and interpreted. The employee uses judgment in interpreting and adapting guidelines such as department policies, regulations, precedents and work direction for application to specific cases or problems. The employee may analyze results or recommend changes/action. On-the-job training normally requires 6-12 months before employees are capable of working independently.

Results of work affect the accuracy reliability or acceptability of processes or services within the work unit. Work can also significantly affect the coordinative efforts of other divisions and departments within the County.

Personal contacts are typically with other employees within the same work unit and managers and representatives from various County departments and offices. Contacts may also include persons involved in Board actions, hearing and civic group activities, as well as the general public.

Purpose of contacts is to obtain, clarify, or give facts or information directly related to the work being performed or the mission of the division or department served. Contacts may also be for the purpose of planning, coordinating and advising on work efforts. Information handled may be of a technical as well as a substantive nature.

The incumbent reports to an administrative department or division head. Considerable latitude for independent judgment and action is exercised within the area of supervision. Work is reviewed periodically by an administrative superior through reports and conferences for effectiveness of employees supervised and results attained.

REPRESENTATIVE EXAMPLES OF WORK

- Supervises and coordinates activities of clerical workers. Determines work procedures, prepares work schedules and determines methods for expediting workflow. Issues instructions and oversees work for exactness, neatness and conformance to procedures and policies.

- Investigates grievances involving subordinates and recommends resolutions; recommends promotional and disciplinary actions; approves leave requests, overtime; schedules vacations to assure adequate coverage for maintenance of production standard.
- Evaluates performance of assigned employees; prepares appraisals; establishes standard of performance for each class or position supervised.
- Consults with management regarding clerical needs; attends staff meetings; makes recommendations regarding budget requirements for the division such as staffing, equipment, etc.
- Trains all clerical classes in new departmental procedures or operation and maintenance of machines and equipment; may prepare training manuals and preside over training classes.
- Analyzes operating procedures to devise most efficient methods of accomplished work; analyze data gathered, develops information and considers all available solutions; recommends implementation of new system and train personnel in application.
- Provides information and advice concerning specialized or technical services rendered and related office functions, including response to difficult problems and questions raised by public served or by subordinates.
- Composes management correspondence or letters in reply to correspondence received; reads incoming correspondence and gathers data to formulate reply; may complete form letter or dictate reply; may route correspondence to other departments for reply; composes memos to inform department staff of policy or procedural changes.

QUALIFICATIONS

- Four (4) years of progressively responsible clerical, administrative or technical experience;

- OR -

- Bachelor's degree from an accredited college or university involving major coursework in public administration or closely allied field may be substituted for three years of experience;

- OR -

- Any combination of work experience and education which demonstrates the ability to perform the work of the class.
- Supervisory or lead experience in an office environment is highly desirable.

Knowledge of: general office practices and procedures; principles and practices of modern office management and supervision of the standard record maintenance procedures applicable to the special field to which assigned; policies, procedures and practices applicable to specialized office functions as required by the position.

Ability to: establish and maintain effective working relations with co-workers, public and private officials, and the general public; plan, assign, supervise and evaluate the work of subordinates; understand and execute complex oral or written instructions and to apply available guidelines to widely various situations; coordinate, delegate and direct the activities and work assignments of subordinates toward the accomplishment of division and department goals and objectives.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting. Some walking, standing, bending and carrying of light items is required.

Occasionally, the incumbent exercises highly-stressful situations in the process of resolving problems of an immediate nature, i.e., facing irate citizens dissatisfied with information received, action taken or to be taken by a department or denial or service for cause.

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