



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Office Supervisor	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Utilities	<b>GRADE:</b>	M1
<b>REPORTS TO:</b>	Utilities Director	<b>DATE:</b>	10/06/2016

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### **SUMMARY OF JOB PURPOSE:**

Responsible for supervision of office support staff and activities in either a single specified or multiple related office support areas; provides difficult, technical or specialized office support for various department offices, functions and/or units.

### **ESSENTIAL FUNCTIONS:**

*This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Plans, organizes, assigns, supervises, reviews and evaluates the work of assigned office support staff.
- Recommends selection of staff; trains staff in procedures and policies.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action and other personnel decisions.
- Determines work schedules and authorizes leaves, ensuring the effective, efficient and timely completion of all work.
- Provides input into the budget and goal setting processes for the unit.
- Performs complex, technical, difficult and/or specialized office support work related to the department to which assigned.
- Answers inquiries, provides information and resolves complaints from the public or county employees regarding the function and activities of the work unit that requires the use of judgment and the interpretation and application of policies, rules and procedures.
- Develops, recommends and implements improved operating procedures, forms and work processes.
- Researches and compiles operational and statistical data and information from varied sources; maintains records and prepares special and periodic reports.
- Uses a computer to develop and manage databases and/or spreadsheet files and to develop special report formats.
- Ensures that office administrative details, such as supply inventory, equipment purchase and maintenance, board, commission and committee support and relief coverage are attended to; operates standard office equipment.
- May drive a motor vehicle to and from other County locations in order to attend off-site meetings or visit other work sites.
- Enters, maintains and validates records (includes document management, recording, indexing, auditing) within various databases.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



## OFFICE SUPERVISOR

### ESSENTIAL FUNCTIONS: (continued)

- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

### QUALIFICATIONS:

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

#### Education and Experience:

High School diploma/GED; AND three (3) years of administrative support experience; OR an equivalent combination of education, training and experience.

#### Required Knowledge and Skills:

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Office management practices and procedures, including records management and the operation of standard office equipment.
- Principles and practices of public administration.
- Applicable laws, codes and regulations.
- Use of specified computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Budgetary practices and terminology.
- Records management principles and practices.



## OFFICE SUPERVISOR

### Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Understanding, applying and explaining office and administrative processes and procedures.
- Compiling and summarizing information and preparing periodic or special reports.
- Preparing clear and concise reports, correspondence and other written materials.
- Analyzing and resolving varied office administrative problems.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing, prioritizing and coordinating work activities, coordinating multiple activities and meeting critical deadlines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing successfully with the public, in person and over the telephone.

### REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

*Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*

- Nevada Driver's License
- May require Notary Public certification
- May require CNC/NCIC/NCJIS certification and biannual re-certification
- May require certifications related to specific duties

### PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person or over the telephone.