

**CLASS SPECIFICATION**

**Office Supervisor**  
**Code Number:** \_\_\_\_\_

**GENERAL PURPOSE**

Under direction, plans, lays out, supervises, reviews and evaluates the work of assigned clerical and office support staff; supervises, reviews and evaluates the work of the central office's receptionist staff; performs varied and difficult office administrative and secretarial support functions; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

An Office Supervisor is responsible for planning, supervising and evaluating the work of a staff of office support and central office receptionist personnel and participating in providing complex and responsible administrative and office support functions requiring a thorough knowledge of section procedures and precedents. The incumbent also performs difficult, diverse and sensitive duties in support of key management personnel and their organizational units.

An Office Supervisor is distinguished from Senior Administrative Assistant in that an incumbent of the former class is responsible both for supervising a group of office support staff and for performing a variety of complex and difficult administrative support tasks in a major section.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Plans, organizes, integrates, supervises and evaluates the work of assigned office support and clerical staff; with staff, develops, implements and monitors work plans to achieve the unit's goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve the unit's annual goals, objectives and work standards.

Plans, lays out, supervises and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; subject to management concurrence, takes action to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the section's and the Commission's mission, objectives and core values.

Provides complex and often confidential secretarial and administrative support to key section managers, supervisors and staff, typing and/or drafting memoranda, correspondence and other documents and reports; ensures materials and reports for signature are accurate and complete; maintains appointment calendars, coordinating meetings, screening requests for the manager's time and assisting them with effective time management; proofreads and checks typed and other materials for accuracy, completeness and compliance with standards, policies and procedures.

Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of sound independent judgment; responds to inquiries and complaints from tenants, owners and the public, refers the complaint to appropriate staff and/or takes or recommends action to resolve the complaint; reviews, determines the priority and routes incoming correspondence.

Plans, organizes and schedules meetings and training conferences.

Participates in the development and implementation of section policies and procedures.

Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files; conducts special studies and recommends organizational, procedural or other changes.

Assists in developing and compiling the assigned section's annual budget; monitors the preparation and distribution of budget and financial reports; directs and participates in implementing the section's records management procedures in accordance with the requirements of the Commission's records management program; maintains the section's personnel files; coordinates and participates in purchasing equipment, materials and supplies.

Plans, lays out, supervises and reviews the activities of the receptionist function at the Commission's central office facility; in the context of a very high-volume environment, ensures that visitors and callers receive a high standard of customer service from the receptionist staff.

## **OTHER DUTIES**

Prepares agenda and minutes for special groups and coordinates the completion of staff assignments for presentation to such groups.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Office administrative and management practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; the Commission's Personnel Rules and Regulations; basic data processing principles and the use of word processing and computer equipment and software; record keeping, filing and purchasing practices and procedures; the principles and practices of effective supervision, including training and performance evaluation.

### **Ability to:**

Operate a computer and word processing software and other standard office equipment; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; train others in work processes and procedures; organize, research and maintain complex and extensive office files; compose correspondence from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations and concerned individuals; establish and maintain highly effective working relationships with officials, staff and others encountered in the course of the work.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and six years of increasingly responsible office administrative or secretarial experience, including one year of experience involving lead worker responsibilities; or an equivalent combination of training and experience.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; meet intensive and changing deadlines and interact with officials, Commission staff, tenants, property owners and the public.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees in this class generally work under typical office conditions.