



Office Supervisor

Class Code:
216, 217

DEFINITION

Under general direction from a Department Manager, plans, directs, coordinates, and reviews the work of a small group of office support staff providing varied office assistance to a department; develops, modifies, and implements office procedures and practices; provides assistance to the analysis, implementation, and monitoring of a range of departmental activities and programs; directs the establishment and maintenance of comprehensive technical and office files and electronic document management systems; provides analytical and executive support to the department manager; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Office Supervisor is a first level supervisory classification. Under general direction, within a framework of established policies and procedures, the incumbent performs office supervisory and administrative support tasks. Assignments are given in general terms and subject to periodic review while in progress and upon completion. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

This classification is distinguished from other supervisory classifications by responsibility for supervision of a small group of office support staff providing varied office assistance to a department and the provision of administrative and executive support to a department manager and other managerial and professional staff.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Participates in selection interviews and hiring of new staff; prioritizes, assigns, and reviews work, approves time off for payroll purposes, and prepares employee performance evaluations; interprets District policies and procedures to employees administers day-to-day aspects of labor agreements with employee organizations; and maintains a close and highly responsive relationship to both department office support staff and other managerial and professional staff.
- Develops, modifies, and implements changes to office procedures and practices to improve effectiveness and efficiency; plans, implements, and optimizes administrative functions and workflows for assigned areas; coordinates and prioritizes office support activities to support workflows to meet deadlines.
- Prepares agendas, correspondence, minutes, 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 documents for accuracy, completeness, format, and compliance with departmental policies and correct English usage including grammar, punctuation, and spelling; returns document to originator if content or major format revisions are required.

- Directs the establishment and maintenance of comprehensive technical and office files and electronic document management systems; researches materials from various sources and prepares periodic and special reports from information gathered; provides for the scanning and transfer of files to storage or disposal.
- Maintains project schedules of work assigned to various divisions; monitors and tracks progress of assigned projects; follows up to obtain status; prepares summaries of project status for review by the department manager.
- Maintains a variety of records, such as time and leave records; processes various forms such as personnel forms, purchase requisitions, purchase orders, and other forms, lists, and letters.
- Prepares and performs document management, records management, and word processing; creates and maintains spreadsheets and databases; participates in software implementation including configuration, testing, and training; coordinates e-mails; conducts Internet research; develops presentation materials and performs other specialized administrative functions.
- Provides administrative and executive assistance to the department manager; oversees a variety of information and independent projects with good judgment and discretion; evaluates situations, gathers information, and makes recommendations based on precedent, consistency, and best practices; carries out District and managerial initiatives.
- Performs event planning and coordination for District-wide and/or department events, community-related projects, and meetings.
- Develops and implements protocols for serving customers and members of the public efficiently and effectively; handles customer requests and complaints via phone, email, and in person; fulfills public records requests including research and compilation.
- May direct the preparation, distribution, and filing of engineering and construction specifications; assists in bid openings and in preparing reports related to the award of bids.
- May assist with the administration of security access to District employees, including the issuance, collection, and termination of access badges, keys, security alarm codes, and access points.
- May be assigned to procure uniforms for all job classifications in the District; reviews invoices for accuracy; coordinates with the District Health & Safety Officer to ensure uniforms comply with regulations.
- Performs other related work as required.

REQUIREMENTS

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:

Possession of an Associate's degree in business administration, liberal arts, English, or a related field; and four (4) years of journey-level experience working for managerial or professional staff in an administrative support capacity, including one (1) year of lead experience OR completion of the District's Leadership Skills Training Program. Supervisory experience desired.

If not previously completed, completion of the District's Leadership Skills Training Program is required following hire.

Knowledge, Skills, and Abilities:

Knowledge of: modern principles and practices of effective employee supervision and personnel management; principles and practices of organization and management; administrative analysis techniques and basic statistics; safe work practices; accepted concepts of public and community relations; principles and practices of good customer service; records management and filing practices and procedures; principles and practices of business letter writing and report preparation; correct English usage, including spelling, grammar, vocabulary, and punctuation; standard document formats; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: direct and evaluate the work of office support staff; resolve day to day employee relations matters; develop and revise office procedures; train others to perform department related administrative duties; identify workplace hazards and/or unsafe conditions and take appropriate corrective action; work independently and exercise sound judgment within established guidelines; 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; learn, interpret, and apply federal, state, and local laws and regulations governing water district operations and policies and procedures related to the department to which assigned; research, compile, analyze, and summarize a variety of data and prepare periodic or special reports and recommendations based on analysis; maintain detailed and accurate records and files; prepare clear and concise written reports; type accurately at a rate of 50 net words per minute from printed copy; exercise good judgment in managing conflict and team building; coordinate and collaborate with and between other work groups both inside and outside the department; create an environment of serving members of the public and internal staff with excellence and professionalism; anticipate needs and perform administrative responsibilities with initiative and discretion. perform the essential functions of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid driver's license and have a satisfactory driving record.
- Possession of a Notary Public commission from the State of California is desirable.

Working Conditions/Physical Requirements:

The essential functions of this classification are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger

Office Supervisor

dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist stretch, bend, kneel, or squat to reach equipment or supplies surrounding desk; and lift and carry items weighing up to 20 pounds.

Revised: 07/15, 02/21

Approved: _____
Human Resources/Risk Manager