



## Office Supervisor I/II

Class Code:  
216.217

### DEFINITION

Under supervision 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 other related work as assigned or required.

### DISTINGUISHING CHARACTERISTICS

**Office Supervisor I** is the first level in the Office Supervisor series. Under close to general supervision within a framework of established policies and procedures, incumbents perform supervisory work characterized by the planning, direction and coordination of the work of a small group of office support staff and the provision of administrative and executive support to a department manager and other managerial and professional staff. The incumbent performs a full range of more routine work tasks, while learning to perform the more complex activities of the fully-experienced level II supervisor. Assignments are given in general terms and are subject to frequent review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the fully-experienced Office Supervisor II class by the routine nature and limited complexity of work assignments and the level of direction received. The Office Supervisor I and II classifications are flexibly staffed. Incumbents in this classification normally advance to Office Supervisor II after two (2) years at the first level and upon recommendation of the department manager and demonstrated proficiency to meet the job requirements of the Office Supervisor II classification.

**Office Supervisor II** is the experienced, journey-level in the Office Supervisor series. Under general supervision within a framework of established policies and procedures, the incumbent performs the full range of routine to complex 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 class 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.
- 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, 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; and processes various forms such as personnel forms, purchase requisitions, purchase orders and other forms.
- Prepares and performs document management, records management and word processing; creates and maintains spreadsheets and databases; coordinates e-mails; conducts Internet research; develops presentation materials and performs other specialized administrative functions.
- Provides administrative and executive assistance to the department manager.
- 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.
- 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 of Arts degree from an accredited college or university with a major in Business, Public Administration, English, or a related field: and

**Office Supervisor I** Two (2) years of full-time experience working for managerial or professional staff in an administrative support capacity, which included responsibility for directing the work of others.

Successful completion of the District's Pre-Supervisory Training Program may be substituted for the two (2) years in a lead capacity directing the work of others.

**Office Supervisor II** Four (4) years of full-time experience working for managerial or professional staff in an administrative support capacity, which includes at least two (2) years of office supervisory responsibility equivalent to an Office Supervisor I with the District.

### **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; modern office practices, equipment and procedures; 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; and standard software applications used to prepare a variety of routine to moderately complex documents and materials.

**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; effectively operate a personal computer and other standard office equipment; proficiently use word processing, spreadsheet and database programs to develop reports, databases and other materials; communicate effectively, both orally and in writing; establish and maintain good working relationships with those contacted in the course of the work; and perform the essential functions of the job without causing harm to self or others.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

**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 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 to reach equipment or supplies surrounding desk; and lift and carry items weighing up to 20 pounds.

Revised: 07/15

Approved:   
Human Resources/Risk Manager