

### OFFICE SERVICES SUPERVISOR 3

#### KIND OF WORK

Office and administrative supervisory work.

#### NATURE AND PURPOSE

Under limited supervision/procedural control, plans, organizes, directs and controls a number of major, diverse clerical and/or technical support functions through subordinate supervisors and staff who perform varied and diverse tasks to provide office program management work for a major unit of a department which has considerable external or internal impact; or serves as the assistant to the head of a major department and approves all fiscal documents and records, supervises the keeping of accounts and the preparation of budgets, etc; performs related work as required.

(The level of a particular position in a classification series is based on a combination of factors not always present in class specifications. Among these factors are the degree of autonomy or authority, the role and scope of the position in the overall program/operation and the position's relationship to others in a unit, department and/or state service as a whole.)

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provides training, guidance and leadership to all assigned subordinates so that maximum production is achieved.

Applies and interprets regulations, policies and rules for activities of assigned unit.

Establishes operating procedures to accomplish specific administrative goals.

Instructs and assigns certain duties to employees while determining work priorities so that all jobs are completed satisfactorily within deadlines established.

Ensures that all procedures are sound and adhere to principles of good practice.

Ensures that each employee is evaluated in a fair and objective manner.

\*\*Supervises and coordinates activities of workers engaged in clerical, administrative support, or service activities. Directs workers in such activities as maintaining files, compiling and preparing reports, computing figures, or moving shipments. Plans, prepares, and revises work schedules and duty assignments according to budget allotments, customer needs, problems, workloads, and statistical forecasts. Evaluates subordinate job performance and conformance to regulations, and recommends appropriate personnel action.

\*\*Verifies completeness and accuracy of subordinates' work, computations, and records.

\*\*Trains employees in work and safety procedures and company policies.

\*\*Examines procedures and recommends changes to save time, labor, and other costs and to improve quality control and operating efficiency.

\*\*Compiles reports and information required by management or governmental agencies.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

#### Technical Competencies:

Knowledge of departmental procedures and methods of all job functions.

Knowledge of laws, rules and regulations governing the programs of the agency as they relate to both support and administrative functions sufficient to provide advice on and establish policy and procedures.

Knowledge of research and administrative survey techniques sufficient to plan and coordinate special research and investigative projects regarding administrative and program problems. Conducts research activities and summarize technical data and conclusions into reports.

Knowledge of principles and practices of budgeting, accounting and fiscal control sufficient to compare cost projections and actual costs and implement fiscal control systems and to coordinate and consolidate budgets for more than one work unit.

\*Technical Expertise-Demonstrates broad and up-to-date knowledge of technical, business and professional fields related to the work of one's unit or function. Provides respected advice to other peers, managers and professionals in designing and implementing formal program or policies.

\*\*Administration and Management-Knowledge of principles and processes involved in business and organizational planning, coordination, execution. This includes strategic planning source allocation, manpower modeling, leadership techniques, and production methods.

\*\*Clerical-Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology.

\*\*Customer and Personal Service-Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

\*\*Personnel and Human Resources-Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies; and personnel information systems.

\*\*Systems Evaluation-Looking at many indicators of system performance, taking into account their accuracy.

\*\*Processing Information-Compiling, coding, categorizing, calculating, tabulating, auditing, verifying, or processing information or data.

Work Management Competencies:

Knowledge of office management practices and collective bargaining agreements sufficient to assign and control flow of work, train employees, effectively recommend hiring and disciplinary actions and conduct performance evaluations.

Ability to identify and interpret program requirements, policies, regulations and other guidelines.

Ability to study administrative problem areas, analyze relevant data and formulate alternative courses of action.

Ability to interpret and apply oral and written instructions as applied to administrative or programs operations.

\*Strategic Planning-Actively supports and communicates Agency mission and strategic direction. Maintains a policy perspective. Collaborates with others to develop effective policy that guide Agency activities and program administration.

\*Operations Management-Guides and enables the performance of a group of employees dedicated to an ongoing business activity/function. Develops work structures and processes to accomplish goals. Develops performance measures. Monitors and measures results.

\*Championing Change-Contributes to innovative and constructive organizational change through process redesign, effective use of research, and identification of new methods/technologies for one” work unit. Demonstrates and instills in others a commitment to continuous improvement and work quality.

\*Teamwork-Leads/facilitates team efforts. Draws upon individual talent and expertise as resource for the team. Shows support and encouragement through words and actions. Works collaboratively with others, regardless of level, as a contributing member of a team.

\*Managing Others-Treats others fairly and equitably. Establishes performance standards and conveys clear expectations to staff. Identifies developmental goals and establishes action plans for staff. Holds staff accountable for achieving agreed upon goals and commitments.

\*\*Inductive Reasoning-The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.

\*\*Perceptual Speed-The ability to quickly and accurately compare letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered one.

\*\*Speech Recognition-The ability to identify and understand the speech of another person.

\*\*Monitoring-Assessing how well one is doing when learning or doing something.

\*\*Implementation Planning-Developing approaches for implementing an idea.

\*\*Time Management-Managing one's own time and the time of others.

\*\*Management of Personnel Resources-Motivating, developing, and directing people as they work, identifying the best people for the job.

\*\*Evaluating Information against Standards-Evaluating information against a set of standards and verifying that it is correct.

\*\*Scheduling Work and Activities-Scheduling events, programs, and activities, as well as the work of others.

\*\*Organizing, Planning and Prioritizing-Developing plans to accomplish work, and prioritizing and organizing one's own work.

#### Interpersonal Competencies:

Ability to interact with superiors and other employees and the public to gain their cooperation and to establish working relationships.

Ability to communicate orally and in writing to exchange information and ideas and to promote agency needs, plans and objectives.

\*Organizational Communication-Based on an understanding of the Agency's mission, goals, operations and customers, exchanges information and views with internal constituencies at all levels and in a variety of settings to create an open and trusting environment of informed stakeholders. Maintains organizational awareness and fosters cross-functional communication and involvement.

\*Collaborative Partnerships and Networking-Models strong service orientation. Serves as a liaison to others. Establishes and maintains good relationships with others; seeks opportunities to build networks.

\*Communication for Results-Expresses self well in communications and presentations. Adapts messages to audience's needs to facilitate clear understanding. Develops convincing arguments to advance one's ideas or position.

\*\*Written Comprehension-The ability to read and understand information and ideas presented in writing.

\*\*Oral Expression-The ability to communicate information and ideas in speaking so others will understand.

\*\*Written Expression-The ability to communicate information and ideas in writing so others will understand.

\*\*Speech Clarity-The ability to speak clearly so that it is understandable to a listener.

\*\*Active Listening-Listening to what other people are saying and asking questions as appropriate.

\*\*Social Perceptiveness-Being aware of others' reactions and understanding why they react the way they do.

\*\*Coordination-Adjusting actions in relation to others' actions.

\*\*Instructing-Teaching others how to do something.

\*\*Resolving Conflict, Negotiating with Others-Handling complaints, arbitrating disputes, and resolving grievances, or otherwise negotiating with others.

\*\*Guiding, Directing & Motivating Subordinates-Providing guidance and direction to subordinates, including setting performance standards and monitoring subordinates.

\*\*Performing Administrative Activities-Approving requests, handling paperwork, and performing day-to-day administrative tasks.

\*\*Staffing Organizational Units-Recruiting, interviewing, selecting, hiring, and promoting persons for the organization.

\*\*Monitoring and Controlling Resources-Monitoring and controlling resources and overseeing the spending of money.

\* From PROGRES Supervisor Job Track 1

\*\* From O\*NET Dictionary of Occupational Titles, 1998

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