

Support Services Supervisor

DESCRIPTION OF WORK: Positions in this banded class perform specialized or coordinative work to manage and supervise the operations of an agency or university warehouse, post office, bookstore, or supply store. Work involves planning and scheduling work, determining and meeting training needs of staff, and determining labor or material needs for work assignments. Duties include the oversight of purchasing merchandise; receiving, storing, issuing and care of stockroom/warehouse supplies; and/or the receipt and distribution of mail. Positions may govern the purchase and sale of book, classroom, and office supplies. Work also includes maintaining adequate accounting and inventory records and for supervising and reviewing the work of subordinate personnel engaged in merchandising and sale activities. Positions are responsible for supporting and accomplishing departmental goals.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING

Planning and Organizing: Ability to plan and assign daily work to employees in accordance with established methods, priorities and time frames. Ability to monitor daily work and provide instructions to employees. Ability to determine and implement standard changes in work operations and may make recommendations for non-routine changes in work operations/procedures to higher level management. Ability to recognize and request equipment and/or materials to accomplish work unit goals.

Budget Management: Ability to plan and monitor the use of expenditures to ensure the work unit is operating within assigned budget. Ability to follow established departmental guidelines to maintain, track, and report expenditures.

Communication: Ability to communicate information clearly to staff, clients, and/or public about services, processes, and procedures using prescribed or established guidelines. Ability to apply judgment in releasing confidential information or to whom to refer questions. Basic knowledge of working relationships with co-workers and other in order to achieve work goals.

Sales and Marketing: Ability to implement programs using basic principles and methods for showing, promoting, and selling products or services. Basic knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.

Human Resources Management: Ability to understand and follow departmental and university policy/procedure for various Human Resource areas and complete associated administrative responsibilities. Ability to assign and review work of staff to meet current goals and objectives for assigned area. Ability to determine immediate and short-term staffing needs for assigned area. Ability to recruit, review applications, develop interview questions, conducts interviews with higher-level manager. Ability to develop work plans and conduct performance reviews with higher manager. Ability to resolve minor problems and complaints on an informal basis. Ability to identify more serious problems and bring to attention of higher-level authority.

Safety and Health Management: Ability to understand existing safety and health procedures, determine their applicability, and ensure their proper application for work processes. Ability to develop in-house safety rules primarily directed towards employee safety awareness. Ability to train subordinates in proper safety methods.

JOURNEY

Planning and Organizing: Ability to plan daily or weekly work to meet established objectives. Ability to establish deadlines and priorities of regular work assignments for the unit over a short-range period. Ability to assess the needs of the unit and recommend or makes minor changes in workflow, procedures, or assignments to accommodate changing priorities.

Budget Management: Ability to plan and monitor the use of expenditures to ensure the work unit is operating within assigned budget. Ability to follow established departmental guidelines to maintain, track, and report expenditures.

Communication: Ability to present ideas in a clear, concise, and organized manner. Ability to explain and

Human Resources Management: Ability to understand and follow departmental and university policy/procedure for various Human Resource areas and complete or oversee associated administrative responsibilities. Ability to plan, monitor, and evaluate the work of staff and modify as needed to accomplish goals and objectives for assigned area. Ability to determine staffing needs for assigned area using a long term vision. Ability to participate with manager in the establishment of criteria for screening applicants. Ability to conduct interviews and recommend selection to management. Ability to develop work plans, conduct performance review of staff, and make recommendations concerning performance ratings to

interpret programs, policies, and procedures to meet the specific needs of staff and clients. Ability to advise program staff/clients in all matters related to program operations. Ability to develop contacts and relationships with interested parties in order to achieve program/organizational goals. Ability to seek the input of others.

Sales and Marketing: Ability to develop and implement programs, applying principles and methods for showing, promoting, and selling products or services. Full knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.

ADVANCED

Planning and Organizing: Ability to plan work operations, ensuring appropriate workforce and other resources are available to achieve short and long range goals and objectives. Ability to assist in strategic planning to develop plans, organizational structures, and systems to fulfill mission driven organizational goals. Ability to modify or change work assignments, workflow or procedures to ensure effective performance of all duties and delivery of services based on changing needs.

Budget Management: Ability to work with business manager to develop and monitor the overall budget and policies and procedures related to the financial reporting of operations. Ability to understand and apply financial planning strategies to develop budget. Ability to adjust budget as needed or as directed.

Communication: Ability to clearly and effectively interpret guidelines, answer inquiries, and advise others regarding processes, services, and operations as applied to non-standard situations. Ability to adjust communication style for different audiences. Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve program/organizational goals.

Sales and Marketing: Ability to develop and oversee programs, applying principles and methods for showing, promoting, and selling products or services that impact long range unit goals. Considerable knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.

higher-level manager. Ability to counsel employees informally regarding job performance or personal conduct as needed. Ability to recommend disciplinary action to higher authority.

Safety and Health Management: Ability to assess and develop safety procedures in relation to overall agency/university safety policies. Ability to identify for lower level supervisors those safety matters requiring development of in-house safety rules. Ability to train lower level supervisors in safety and health requirements.

Human Resources Management: Ability to ensure departmental and university policy/procedure for various Human Resource areas are followed and associated administrative responsibilities completed. Ability to plan, monitor, and evaluate the work of staff to ensure mission and goals are being met, using varying leadership. Ability to lead the workforce planning effort for assigned areas, considering current and future unit and organizational strategic goals and objectives. Ability to establish criteria for screening of applicants, conduct interviews, and make final selection decision. Ability to review hiring recommendations of lower-level supervisors and approve/reject selection decisions. Ability to counsel employees concerning performance and personal conduct, develop corrective action plans when appropriate, and implement appropriate action. Ability to take action on disciplinary recommendations up to and including suspension and dismissals.

Safety and Health Management: Ability to read and interpret agency/university safety policies and determine applicability. Ability to ensure that overall safety program objectives are met, including third party coordination (e.g., OSHA). Ability to take proactive steps to maximize safe operations and measure the effectiveness of action.

MINIMUM TRAINING AND EXPERIENCE: High school diploma or equivalency and two years of supervisory experience in the area of assignment; or equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.