

Administrative Support Supervisor

DESCRIPTION OF WORK:

The primary purpose of the position in this banded class is to function as a supervisor over a group of administrative support positions. The role requires recurring use and oversight of technical skills found in the group supervised. The group supervised may perform administrative or specialized support functions.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Planning and Organizing:** Plans and assigns daily work to employees in accordance with established methods, procedures, and deadlines. Monitors daily work giving instructions to employees
- **Managing Work and Performance:** Monitors work of staff, closely and ongoing, to assess and problem-solve. Reviews performance on a daily basis and provides suggestions and gives instructions for improving work.
- **Budgeting:** Operates within assigned budget.
- **Interpersonal Skills:** Communicates effectively to employees in the unit to relay information from higher-level management.
- **Training:** Models work/job duties for employees. Provides on-the-job training for all staff in the basic techniques and procedures required to complete the assigned work. Evaluates individual progress and repeats training as necessary.
- **Other HR Functions:** Reviews applications and develops interview questions and conducts interviews with higher level manager. Develops work plans and conducts performance reviews with higher manager. Recommends approval of leave based on work load of the unit. Resolves minor problems and complaints on an informal basis. Identifies more serious problems and brings to attention of appropriate authority.
- **Managing Work Processes:** Explains and applies work rules, standards, and guidelines. Provides input into establishing work standards, guidelines, and procedures.

JOURNEY

- **Planning and Organizing:** Plans daily or weekly work to meet established objectives. Establishes deadlines and priorities of regular work assignments of the unit over a short-range period. Assesses the needs of the unit and recommends or makes minor changes in workflow, procedures, or assignments to accommodate changing priorities.
- **Managing Work and Performance:** Reviews work of staff upon completion to assess and problem solve. Reviews accomplishments of the unit over a short-range period to insure that performance and service meet the required standards.
- **Budgeting:** Researches potential expenditures and provides data to higher management.
- **Interpersonal Skills:** Motivates and encourages employees through the explanation of changing priorities, organization, or processes.
- **Training:** Determines need for formal training to supplement on-the-job training, identifies external sources for training, recommends expenditures for training to management, and allocates time for completion of training.
- **Other HR Functions:** Participates with manager in the establishment of criteria for screening of applicants, conducts interviews, and recommends selection to management. Develops work plans and conducts performance review of staff, subject to higher level review. Approves routine leave requests. Counsels employees informally regarding job performance or personal conduct as needed. Recommends disciplinary action to higher authority.
- **Managing Work Processes:** Works with manager to assess work standards, internal operating procedures, guidelines, and utilization of resources. Determines applicability of standards in unusual situations.

ADVANCED

- **Planning and Organizing:** Plans work operations; establishes priorities, sets deadlines, within established goals and objectives. Modifies or changes work assignments, workflow or procedures to insure effective performance of all duties and delivery of services based on changing needs.
- **Budgeting:** Recommends expenditures based on the needs of the work unit.
- **Training:** Determines need for and develops formal and on-the-job training programs related to work operations. Participates in the development of content and structure and modifies as needed based on operational changes.
- **Managing work Processes:** Establishes, develops, and revises work standards, internal operating policies, guidelines, and procedures that directly relate to the work unit. Determines applicability in controversial or precedent-setting situations. Provides management support to ensure adherence to work rules, standards and guidelines. Implements minor adjustments or changes.
- **Managing Work and Performance:** Evaluates accomplishments of the unit to ensure program missions and goals are being met. Makes final review for most difficult, controversial or sensitive work to assess and problem solve.
- **Interpersonal Skills:** Provides mediation actions with employees as needed and serves as liaison to management on controversial activities of the unit.
- **Other HR Functions:** Screens and interviews applicants with selection recommendation reviewed mainly to ensure consistency with applicable policies and procedures. Has input into reclassifications, salary administration issues, and promotions. Approves all leave requests. Counsels employees concerning performance and personal conduct, develops corrective action plans when appropriate, and participates with management in determining and implementing appropriate action. Recommends resolution of disciplinary/grievance issues.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and two years of progressively responsible administrative/office management experience; including some experience as a lead worker; or an 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.

Degrees must be received from appropriately accredited institutions.