

## OFFICE SERVICES SUPERVISOR II

### DESCRIPTION OF WORK

Work of this class involves the supervision of a number of office services functions of considerable size, variety, and complexity for a large education, health, or transportation - type department. Employees are usually responsible for supervising a large staff of employees in three or more complex office services operations which may include small item purchasing; storage in issuance of forms, supplies, and equipment; providing machine, messenger, and mail services; reproduction of forms and other materials; and procurement, maintenance, and disposal of surplus property. An additional characteristic of this class that distinguishes it from the I level is its involvement in planning and developing systems of control and management for the efficient operation of office services. Work is performed independently and is reviewed by an administrative superior through conferences and activity reports for conformity with departmental rules and policies and for general effectiveness of operations.

### EXAMPLES OF DUTIES PERFORMED

Plans and analyzes departmental needs in office service operations.  
Procures and maintains inventories and controls on forms, supplies, and equipment and distributes them to central, local and county offices.  
Supervises the operation of a large mailroom in the receipt, distribution, and correct handling of mail; provides messenger service on regular schedules to all offices of the department.  
May supervise a duplicating unit engaged in printing, padding, addressing, folding, and stuffing forms, reports, and registration certificates.  
Determines need for specialized supplies or equipment as well as new or revised forms with departmental personnel; advises them on quality and quantity needed and has necessary items printed or requisitioned.  
Estimates amount of extra help needed in rush periods and hires temporary employees as needed.  
Performs related duties as requested.

### RECRUITMENT STANDARDS

#### Knowledges, Skills, and Abilities

Considerable knowledge of office practices and procedures.  
Considerable knowledge of stockkeeping and inventory control.  
Considerable knowledge of the uses of specialized postal, photographic, duplicating, and other office machines and equipment.  
Considerable knowledge of policies and procedures governing the procurement and disposition of surplus property.  
General knowledge of the setting and designing of various forms, booklets, and related materials.  
Ability to procure and maintain adequate stocks of forms and supplies.  
Ability to plan, assign, and review the work of subordinate clerical and office machine workers.  
Ability to develop and implement systems for efficient procurement, accountability, and disbursement of supplies on a large-scale basis.  
Ability to establish and maintain effective working relationships with other employees, officials, and the general public.

NC 00052  
OSP 1/73

Minimum Education and Experience

Graduation from high school and five years of experience in purchasing, storing, and issuing of forms, supplies, and equipment and preferably in supervising the operation of duplicating equipment; or graduation from a four-year college or university with a degree in business administration or related field and one year of experience in purchasing, storing, and issuing of forms, supplies, and equipment; or an equivalent combination of education and experience.

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