October 2018
FLSA: NON-EXEMPT
CLASS CODE: 00057

OFFICE SUPERVISOR

DEFINITION

Under general supervision, supervises, organizes, coordinates, and participates in a variety of administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of budgets, grants, contracts, research projects, and department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercise direct and general supervision over assigned administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class capable of performing the most complex administrative and office support duties, including compiling statistical reports and assisting in department-related projects and programs. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment, tact, and initiative. This class is distinguished from the Executive Assistant in that the latter provides administrative support to the Court Executive Officer, Judges, and Court Executive Management staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises, organizes, coordinates, and participates in a variety of administrative, secretarial and office support duties.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline.
- Provides administrative support to managers and departmental staff by assisting with duties of a complex nature, including preparation and submission of various grant applications, planning of special events, report preparation, and data entry and retrieval.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, brochures and other informational materials.
- Prepares and maintains staff work schedules; assists in the approval and submission of employee

timecards; processes time off requests.

- Composes, types, edits, and proofreads a variety of complex documents, including forms, grant applications, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Monitors and orders office and other related supplies; follows procurement policies and grant requirements applicable to the assigned department.
- Screens calls, visitors, and incoming mail; provides information to the public and Court staff, listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to staff inquiries and complaints; refers the public to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Oversees and coordinates special events associated with the assigned department; coordinates with the appropriate parties including schools, attorneys, bailiffs, the Business Services department, and other Court staff.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Acts as a department representative within community groups to relay or obtain relevant information regarding departmental activities.
- Coordinates and integrates department services and activities with other Court departments and outside agencies, such as schools and community groups.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Acts as a travel coordinator for the assigned department; makes travel arrangements for staff; books hotels, flights, and conference registration.
- Maintains calendars and makes meeting arrangements; schedules meetings between Court staff or between Court staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and function of the Court.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.

- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and Court staff.

Ability to:

- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the Court and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and four (4) years of responsible secretarial experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, in all cases with the use of proper equipment..

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.