

OFFICE ASSISTANT SUPERVISOR I MS

GENERAL DESCRIPTION

Under limited supervision, the Office Assistant Supervisor I plans, organizes, supervises and participates in the work of an office support unit; establishes and maintains administrative records; may oversee the initial application screening function in the assigned departments' automated system; and performs related work as required.

The Office Assistant Supervisor I is the first supervisory level in the Office Assistant series. The Office Assistant Supervisor I differs from the Office Assistant Supervisor II in that the latter supervises office support functions through subordinate first-line Office Assistant Supervisors and other lead-workers in a complex, multi-level organizational structure.

MINIMUM QUALIFICATIONS

One (1) year of full-time experience performing advanced journey level or lead-worker clerical duties in an office environment.

WORK PERFORMED

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For Office Assistant I, duties are performed at the trainee level.

Plans, assigns, supervises and reviews the work of support staff to ensure quality, completion and compliance with department standards.

Selects, trains, evaluates and disciplines subordinate staff.

Identifies training needs, conducts training and provides leadership and coaching for staff. Independently establishes a course of action to accomplish work objectives and adapts to meet changing priorities.

In cooperation with management develops or revises policies, procedures, templates that improve efficiency, effectiveness and compliance.

Arranges for additional staffing to meet established objectives.

Answers inquiries and resolves complaints from customers, service providers, department personnel and the public.

Functions as an authoritative resource of information on regulations, rules, department policies and guidelines.

Establishes and updates administrative records and summaries for department such as budgetry, revenue and expenditures, personnel and payroll records, inventory control, workflow and production output, work load, and regulatory and procedural manuals.

Operates and oversees the use of automated systems, works with IT staff to implement modifications, utilizes various software applications.

Promotes cooperative professional working relations among staff, resolves conflicts and monitors work environment.

Provides employees with guidance and prepares performance evaluations.

Performs related duties as assigned

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

General office functions, procedures, equipment, and filing systems.

General goals and purposes of department programs, services, and operations.

English grammar, spelling, and punctuation.

Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

Explain policies, procedures, and regulations governing program operations.

Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.

Quickly and accurately enter and retrieve data using an automated system. · Communicate effectively orally and in writing.

Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.

Work cooperatively as part of a team.

Identify and correct inaccurate or inconsistent information.

Listen attentively and understand oral information provided.

Prioritize, plan, and organize one's own work.

OTHER INFORMATION

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California's driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Classification Code:	7651100
Bargaining Unit:	12
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	330