

CITY OF GLENDALE

TITLE:	Office Support Supervisor	CLASS CODE:	121
REPORTS TO:	Various	GRADE:	22
DEPARTMENT:	Various	FLSA:	N
JOB SPECIFICATION DATE: July 1, 2008 cm			

JOB SUMMARY

Plans, organizes and supervises office support staff and provides staff assistance including research and reporting, office coordination, budget participation and monitoring.

ESSENTIAL FUNCTIONS

1. Plans, organizes, and supervises the work of others involved in office support work; conducts training in office support functions and assists in employee development efforts.
2. Types reports, charts, statistics, minutes, agendas and other materials, often for publication and often involving legal or technical terminology and requiring a high degree of speed; types from dictation, draft or outline on a typewriter and/or word processor.
3. Establishes and maintains office filing system; sorts, indexes and cross-references materials for filing or distribution.
4. Obtains and provides information and gives detailed explanations of policies, procedures, fee structures, codes, ordinances and programs; refers only the most complex or unusual questions to others.
5. Conducts research and prepares reports, recommendations, and presentations.
6. Compiles information and statistics, prepares charts and tables, performs calculations and composes memoranda, explanations, correspondence and reports.
7. Participates in the preparation and monitoring of the department or program budget.
8. Processes invoices and monitors payments.
9. Performs special projects as assigned, monitors workloads and adjusts as necessary, develops and revises office procedures and processes.
10. Proofs and edits typewritten work, rewrites materials as necessary and checks forms and other materials for accuracy and completeness.
11. Administers and monitors the effectiveness of various special or on-going programs.
12. Maintains calendars, schedules meetings, and facilities, monitors deadlines, takes minutes and prepares materials and packets for meetings or other purposes.
13. Monitors supply inventory; maintains petty cash and required records and receipts; balances records and deposits.
14. Uses various software programs to establish automated processes, gather and input data, and develop routines to follow.
15. Maintains records and statistics; prepares reports and updates as needed.

SECONDARY FUNCTIONS

16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Modern office practices, procedures and equipment
Grammar, spelling punctuation, vocabulary and arithmetic
City programs, organization, operations and specialized procedures relative to areas of assignment

Skills in:

Typing, word processing, data entry and office machine operation
Computer operation and applicable software

Ability to:

Plan, organize and supervise the work of others
Conduct research, prepare recommendations, statistical reports and correspondence
Communicate effectively verbally and in writing
Exercise independence and judgment in developing, applying and following policies, procedures and precedents
Perform arithmetic calculations with speed and accuracy
Establish and maintain effective working relationships with city staff and private sector officials, employees, and the general public
Establish and maintain complete and accurate data gathering, record keeping and filing systems

WORKING CONDITIONS

Office setting.

MINIMUM QUALIFICATIONS

Two years of college level course work in office management, business or a related field and two years of experience involving typing, office machine operation, data entry, research and reporting or other office work relative to area of assignment including some supervisory experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Some positions require possession of a valid Arizona driver's license
Some positions are required to work shifts, weekends and holidays