

HIGHER EDUCATION PERSONNEL BOARD

Class Code: 2215
2216

Specification for Class

OFFICE SUPPORT SUPERVISOR I, II

Abolished Effective June 1, 2005

BASIC FUNCTION

Supervise clerical/office staff; interpret rules, policies and procedures, develop and implement procedures, make recommendations regarding unit budget and perform the duties of the work unit.

DISTINGUISHING CHARACTERISTICS

Under general direction, with delegated authority, interview and recommend selection of applicants, conduct training, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary actions.

Office Support Supervisor I: Supervise staff in a clerical unit.

Office Support Supervisor II: Supervise support staff assigned to varied class series such as accounting, office support or word processing in a clerical unit with multiple functions.

TYPICAL WORK

Act as liaison to other departments; resolve problems that arise between unit personnel and persons served, both within and outside of the unit;

Develop and implement procedures, forms, work methods, schedules, job priorities, etc., to be followed by subordinates and coordinate work flow therein;

Develop and prepare reports related to the activities of the unit;

Coordinate and supervise others involved in the activities of the unit including the development, preparation and maintenance of departmental records, databases, statements of income and expenditures and summaries of departmental operation;

Communicate instructions from technical and administrative supervisors;

Consult with appropriate management regarding clerical requirements and make recommendations regarding necessary budgeting of unit to accommodate staffing, equipment, supplies, and facility costs; prepare budget recommendations and monitor budget;

Perform duties of unit staff;

May provide direct support services;

Perform related duties as required.

MINIMUM QUALIFICATIONS

One year of experience as a clerical lead/supervisor, AND

Office Support Supervisor I - two years of clerical experience

OR

equivalent education/experience;

Office Support Supervisor II - three years of clerical experience

OR

equivalent education/experience.

New Class: 1-3-73

Revise MQ: 10-16-75

Revise Class/Title: 7-1-91