CITY OF SANTA CRUZ
OFFICE SUPERVISOR

Reports to: **Department Director or Division Manager**
Supervises: **Various clerical classes as assigned**
Bargaining Unit: **Supervisory**

BASIC FUNCTION

Under general supervision of the Department Director or assigned manager, directs, coordinates, and performs the clerical workload of a large department including the development and maintenance of work systems and procedures.

DISTINGUISHING CHARACTERISTICS

This class differs from that of Administrative Assistant in that incumbents are regularly responsible for the coordination of the clerical workload in a large City department and the direct supervision of a sizeable staff of clerical workers.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Analyzes departmental clerical workload and procedures; designs and implements revisions as necessary for efficient operation.
- Coordinates work assignments for supervised clerical personnel, including the completion of regular periodic work-assignment schedules.
- Independently composes and types correspondence and reports related to routine department business.
- Assists in preparing the departmental budget and controlling expenditures.
- Coordinates the processing of purchase orders and invoices.
- Prepares routine administrative reports by researching, assembling and summarizing information and data.
- Trains, reviews and appraises the work performance of supervised personnel.
- Coordinates departmental procedures to insure compliance with the scheduling requirements of City ordinances, resolutions and interdepartmental procedures.
- Develops and manages filing systems for various departmental records.
- Oversees phone and front office reception; responds to public inquiry and/or complaint, resolving or referring problems as appropriate.
- Coordinates the dissemination of department informational materials for the public and for City employees.
- Orders, issues and maintains departmental supplies and equipment; maintains inventory controls.
- May perform any duties of the Administrative Assistant I/II or Administrative Assistant III.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using

a computer keyboard and mouse. Additionally, the position requires far and near vision when reading and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Standard office procedures, practices and equipment;
- Proper grammar, spelling, punctuation and business correspondence format; and
- The internet and Microsoft Office software, including Outlook, Word, and Excel.

Skills:

- Type 55 words per minute or better;
- Read and write effectively, compose correspondence, assemble routine administrative reports and edit the work of others;
- Effectively develop and coordinate office systems, arrange meetings and itineraries, and work under pressure to meet deadlines; and
- Perform basic mathematical functions to effectively maintain budgets and process routine financial documents.

Abilities:

- Effectively organize, direct and review the work of other clerical staff;
- Take and transcribe comprehensive minutes and other notes during meetings or from recorded dictation which involve technical information and terminology;
- Maintain confidentiality of sensitive information;
- Communicate clearly and concisely, orally and in writing;
- Establish and maintain effective working relations with City staff, City officials, outside agencies and the general public;
- Interpret and apply administrative and departmental policies and procedures;
- Understand and carry out oral and written directions;
- Work independently in the absence of specific instruction;
- Analyze situations appropriately and adopt effective courses of action;
- Operate desktop and laptop computers; and
- Learn and use City business software applications such as Access and PowerPoint.

OTHER REQUIREMENTS

- Willingness to work some evenings and weekends as needed.

Education and Experience

Any combination of education and experience that provides the skills, knowledge, and abilities shown above is qualifying. A typical way to obtain these requirements would be:

- High school graduation or tested equivalent and four (4) years of increasingly responsible clerical experience, including some supervisory responsibility;

or

- Successful completion of two years of college-level course work in Business or Public Administration or a directly related field and two years of responsible general office experience including some supervisory responsibility.

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Career Ladder

- *Office Supervisor*
- Administrative Assistant III
- Administrative Assistant I/II