CLASS SPECIFICATION

ADMINISTRATIVE SECRETARY SUPERVISOR

DEFINITION

Under general supervision, provides a variety of responsible and complex secretarial/administrative support services to management; supervises clerical staff responsible for providing support services to an assigned office; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of progressively responsible full-time experience that includes performing administrative responsibilities and proficiency with multiple office software applications; OR an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

Exercises direct supervision over clerical support staff.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from Administrative Secretary by responsibility for the direct supervision of clerical staff and oversight of daily administrative/support operations.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required. Duties include the following as well as tasks specific to the assigned department.)

Manage, organize and participate in administrative and support activities associated with an office, division or department through the development, implementation and modification of procedures regulating daily operations and the provision of related support services.

Supervise assigned clerical staff, including assist in staff selection; assign and review work; provide training in proper work methods and techniques; conduct performance evaluations; implement discipline and conflict resolution procedures when necessary.

Oversee the utilization of management information systems by coordinating implementation, training staff in proper use and application, assisting problem resolution at the user level or contacting IT technical support; monitor operations to ensure that systems, methods and procedures are used correctly and efficiently.

Review and evaluate work methods and procedures; recommend changes in work processes, forms, and work flow to ensure efficient operations in compliance with policies and standards.

Provide secretarial and administrative support services, including but not limited to, drafting correspondence, scheduling appointments, ordering supplies, maintaining official files/records and implementing new office procedures to support efficient operations in the area(s) of assignment.
Handle inquiries on the telephone and in person; answer questions and provide information regarding procedures and functions of assigned area(s); resolve complaints and/or refer callers to appropriate source(s) as necessary.

Monitor and assist in the preparation of assigned Division budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity. May collect monies and process deposits.

Update records, compile and retrieve data, produce spreadsheets and reports for staff by using software options and applications to generate customized data and information.

Coordinate services and activities, production and distribution of materials with other programs, divisions, departments, etc. to enhance the activities and effectiveness of the assigned area(s).

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
- Departmental/divisional policies and procedures.
- Countywide personnel policies.
- Management information systems and software programs used in the assigned area.
- Principles of budget development and administration.
- Terms and acronyms commonly used in the assigned function(s).
- Laws, statutes, codes, regulations, and standards pertaining to the area of assignment.

**Ability to:**
- Train staff in work methods, procedures and operations of software programs used in the assigned area(s).
- Recognize work methods and procedures which promote a safe working environment and to train staff in same.
- Select, supervise and evaluate the performance of assigned staff.
- Access and operate departmental computer equipment and software.
- Plan, organize and review the work of clerical staff.
- Interpret and apply pertinent laws, regulations and standards, including administrative and departmental policies and procedures.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

**Knowledge of:**
- Principles and practices of supervision.
- Principles of basic fiscal, statistical, and administrative data collection.
Office management principles and practices, including modern office procedures, methods and equipment and computer equipment.

English usage, spelling vocabulary, grammar, and punctuation.

Techniques of record keeping and reporting.

Alphabetical and subject matter filing systems.

Telephone techniques.

**Skill to:**
Type a minimum of 50 net words per minute with a 95% accuracy rate.

**Ability to:**
Operate a personal computer and a variety of commercial software packages, including spreadsheets and word processing.

Plan and organize work to meet schedules and timelines.

Compile and tabulate data and information to complete and maintain accurate records.

Write business correspondence, memoranda, narrative reports and other documents.

Perform accurate mathematical calculations.

Maintain confidentiality of data and information.

Complete a variety of tasks concurrently.

Communicate orally in a clear, concise manner.

Establish and maintain effective working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to type a minimum of 50 net words per minute with a 95% accuracy rate. Ability to lift and move objects weighing up to 25 lbs. Ability to use modern office equipment including computers, telephones, calculators, copiers and fax machines.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*