

Class Code: E21  
City of Anaheim  
Classification

Classification:  
OFFICE SUPERVISOR

DEFINITION:

Under direction, to serve as a working supervisor over a clerical unit of department-wide significance and to perform complex, specialized record keeping and report preparation work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS: Depending upon area of assignment, responsibilities and duties may include, but are not limited to the following:

Plans and organizes the work assignments, office procedures and work flow of office clerical staff performing varied non-routine work.

Reviews work completed by clerical staff to insure that departmental standards are followed.

Consults with management of the unit to insure that departmental objectives and deadlines are met, that work flow is efficient, that office equipment and supplies are available to meet production levels and standards and that clerical staffing is appropriate to the kind and level of work assigned to the clerical unit.

Makes work assignments, sets priority for, trains and reviews the work of a clerical unit.

Performs and directs specialized clerical and administrative detail work associated with the assigned work unit.

Establishes standards of performance for each position supervised.

Conducts performance evaluations.

Explains policies, procedures and objectives of the unit to staff by written directive and by oral communications.

Develops and implements office procedures.

Composes correspondence requiring use of judgment based upon a thorough knowledge of the functions and procedures of the position.

Answers questions requiring a thorough understanding of policies and procedures.

Provides administrative assistance and clerical support to Management.

Makes travel arrangements and maintains Management's calendar of appointments, using judgment in scheduling appointments and determining priorities.

Types forms, schedules, reports, lists and general correspondence.

Operates and oversees a word processor and/or CRT to enter and edit a variety of data using numerous programs and formats and devising formats for specialized purposes.

Operates and oversees a variety of office equipment, such as a typewriter, word processor, calculator, CRT, microcomputer and printer.

Proofreads materials for clerical accuracy, spelling, syntax, grammar and clarity, using judgment in making editorial changes.

Develops and monitors budget of assigned program area.

Compiles information for a variety of narrative and statistical reports, locating sources of information, devising forms to serve data and determining proper format for finished reports, using interpretative judgment as to content.

Prepares reports and routine staff reports from conducted research.

Maintains records of staff attendance and absences, compiling and submitting periodic reports for payroll purposes.

Designs office forms, charts and graphs.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Perform highly complex clerical work involving extensive record keeping, interpretation of policies, a high level of independence of action in performing duties and some supervisory experience.

Knowledge of: Modern office equipment and procedures; English usage, spelling, grammar and punctuation; basic math; work scheduling, form design and developing office procedures; modern office equipment; advanced record keeping methods; principles of supervision and training.

Ability to: Operate a variety of office equipment such as a typewriter, calculator, word processor, CRT, microcomputer and printer; read, understand and apply complex materials; proofread and detect errors in typing, spelling and punctuation; establish and maintain extensive, complex record keeping systems; plan, schedule, make work assignments, set priorities for, and train, evaluate, select and discipline subordinates; organize work, set priorities and develop and implement policies and procedures; communicate clearly and concisely, both orally and in writing; effectively monitor the program budget; compile data and prepare narrative and statistical reports; compose correspondence; establish and maintain effective relationships with those contacted in the course of work.

Physical Requirements: None

License and/or Certification Required: None

NOTE: Positions in this class are distinguished from the Senior Office Specialist class by the level of supervisory responsibility, size of staff and by the complexity and specialization of work, the high level of responsibility associated with the work and the limited supervision received.

Supervision Received: Works under technical supervision. Work in progress and completed work is reviewed periodically.

Supervision Exercised: Positions in this class exercise supervision over other employees, making assignments, setting priorities, training and reviewing the work of subordinates. Incumbents are responsible for staff selection and evaluation and recommend disciplinary action to Management.

FLSA Designation: Executive Exempt

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NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - AMEA Clerical  
Revised 9/86 - W. Jerz  
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