

### Class Concept

Positions in this class serve in a lead capacity over other administrative positions. The role requires substantial and recurring use of technical skills found in the group being led. The group lead may perform generalist or specialized office support functions. Positions in this class coordinate and review work of others to ensure accuracy and compliance with established guidelines. Positions in this class correct specific problems or delays using direction and guidelines from the supervisor. Positions in this class may provide on-the-job training for new staff.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of services, policies and procedures related to a program or area of specialization. Thorough knowledge of program information systems in order to communicate and process information.
- Ability to arrange and assign work to best use manpower and resources.
- Ability to provide employees with the knowledge, skills and abilities to accomplish work.
- Ability to monitor the work of others and determine acceptable levels of quality and quantity of work.
- Ability to develop and maintain effective relationships with others in order to encourage and support communication and teamwork.
- Ability to assist supervisor in such personnel matters as selection, appointment, promotion, dismissal and other personnel policies, if requested.

#### Minimum Education and Experience

High school diploma or General Educational Development (GED) diploma and three years of progressively responsible administrative/office management experience; or equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.