

Class Concept

The primary purpose of positions in this class is to serve in a supervisory capacity over other administrative positions. The role requires substantial and recurring use of technical skills found in the group supervised. The group supervised may perform generalist or specialized office support functions. Positions in this class typically supervise at least three administrative positions.

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 develop plans to accomplish work operations, objectives, goals and policies; ability to arrange and assign work to best use manpower and resources.
- Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.
- Ability to provide employees with the knowledge, skills and abilities to accomplish work and provide career development opportunities.
- Ability to establish work rules and acceptable levels of quality and quantity of work; reviews work and measures performance of others, and develops individuals' competencies.
- Ability to develop and maintain effective relationships with others in order to encourage and support communication and teamwork.
- Ability to recommend or take action in such personnel matters as selection, appointment, promotion, dismissal and other personnel policies. Ability to resolve employee problems and grievances through formal or informal discussions and procedures.

Minimum Education and Experience

High school diploma or General Educational Development (GED) diploma and four years of progressively responsible administrative/office management experience, including one year as a lead worker; or equivalent combination of education and experience.