

**CITY OF LINCOLN**  
**OFFICE SUPERVISOR**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, directs and coordinates the office support workload of a large department, including the development and maintenance of work systems and procedures; provides highly responsible and confidential support to the department director; assists in the development of policies, procedures and work methods associated with assigned duties; supervises assigned office support staff; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Office Supervisor** is a supervisory level class which is responsible for coordination and performance of the office support functions of a large City department and the direct supervision of staff. Incumbents provide responsible professional and administrative assistance to a department director in carrying out the functions of the department and its divisions. This classification is distinguished from the next lower classification of Senior Office Assistant by the complexity and scope of assigned duties, and the level of supervisory responsibilities.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from a department director. Exercises direct supervision over assigned office support staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs and coordinates a wide variety of complex, responsible and confidential administrative and office support functions for a department director and management personnel within a large City department; supervises, trains and evaluates assigned office support personnel; coordinates the scheduling and preparation for various city committee meetings and agenda packets.
- Monitors and responds to complaints and requests for information; interprets department policies, rules and regulations in response to inquiries which often requires the use of independent judgment; interacts with government officials, other department personnel, the City Council, representatives from business and community organizations and the public.
- Develops schedules and methods for performing assigned duties; coordinates and supervises the activities of assigned staff; participates in the selection and training of office support staff; assumes responsibility for motivating and evaluating assigned personnel; provides necessary training; initiates discipline procedures as appropriate.

## OFFICE SUPERVISOR

Page 2

- Oversees and participates in the establishment and maintenance of the department and department director's files; coordinates, organizes and maintains various records, manuals, resource materials and databases; oversees the preparation and processing of requisitions, check requests and refunds; prepares, coordinates and posts public notices.
- Assists in the preparation of the department budget for office support functions; monitors office supply and equipment inventories and expenditures; oversees, verifies and coordinates the submission of departmental time cards.
- Directs, oversees and participates in the preparation of correspondence, documents, projects and reports; drafts routine reports, requests for proposal, contracts, agreements, leases, bid documents and project specifications; handles confidential files and correspondence for the department director; prepares a variety of publications, including annual reports, newsletters, and program or project information.
- Maintains the department director's calendar, scheduling meetings and screening requests; relieves the department director and managers of appropriate administrative details; arranges meetings, conferences and public events; facilitates communication between the department director and other departments;
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and 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 also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

#### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Office Supervisor**. A typical way of obtaining the required qualifications is to possess the equivalent of four years increasingly responsible office support experience including one year in a supervisory capacity, and a high school diploma or equivalent.

**License/Certificate:**

Possession of, or the ability to obtain, a valid California Class C driver's license.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

General principles of municipal organization and administration; methods and techniques of supervision, training and motivation; standard office procedures, practices and equipment, including a computer and applicable software; principles and practices of records management and report generation; basic methods and techniques for budget preparation, supply inventory and payroll transactions; methods and techniques of scheduling work assignments; proper English, grammar and punctuation; occupational hazards and standard safety procedures.

**Ability to:**

Effectively organize, direct and review the work of assigned staff; maintain confidentiality of sensitive information; interpret and apply administrative and departmental policies and procedures; analyze situations appropriately and adopt effective courses of action; follow written and oral directions; read, interpret and record data accurately; prepare clear and concise reports and keep accurate records; perform mathematical calculations quickly and accurately; train, supervise, evaluate and motivate assigned staff; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate standard office equipment, including a computer and variety of word processing and software applications.