

OFFICE TECHNICIAN SUPERVISOR

DEFINITION

To provide a variety of administrative services in support of the administrative, fiscal and program areas of the assigned department; to perform highly responsible and complex clerical support duties; to direct and supervise the work of others; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS

Employees in this classification perform a variety of administrative and program specific tasks with minimum supervision. This classification has responsibility for administrative functions including fiscal, budgeting, and personnel and non-routine work. The duties of the Office Technician Supervisor primarily focus on the full time supervision of staff as defined in the County Classification Plan.

SUPERVISION RECEIVED AND EXERCISED

Receives general to minimal direction from assigned supervisory/management staff.

Exercises supervision over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS

Performs responsible administrative, clerical and/or clerical accounting work to support the operations of assigned department.

Assists supervisor with the planning, implementation and administration of department budget programs and projects as assigned.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

Trains, schedules, supervises and evaluates the work of assigned clerical personnel; offers advice and assistance as needed; recommends and implements disciplinary action as appropriate.

Provides assistance with and/or coordination of personnel functions of the assigned department, including but not limited to assisting with employee selection, conducting orientation, maintaining employee records, processing personnel paperwork, etc.

Provides assistance with fiscal operations of the department, including but not limited to processing accounts payable and receivable, preparing deposits, assisting with budget preparation and monitoring, maintaining petty cash fund, and preparing financial reports as required.

Types or word processes routine and confidential documents from drafts, notes, dictated tapes or brief instructions, that may include various correspondence, reports, records, forms, agreements,

contracts, resolutions, etc.; may compose routine correspondence and reports and assists in the preparation of news releases.

Researches and assembles supporting data for Board of Supervisors agenda items.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Enters and retrieves computer data; maintains databases; generates computer reports and/or spreadsheets.

May provide administrative / clerical support for commissions, councils and committees as assigned.

Establishes, organizes and maintains complex department filing systems.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, licenses, and other documents.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors.

Performs routine administrative / clerical support work as required, that may include but is not limited to scheduling meetings and appointments, copying documents, filing / retrieving files, faxing information, collating documents, maintaining lists and logs, ordering supplies and forms and maintaining supply inventory, and processing daily mail, etc.

EMPLOYMENT STANDARDS

Knowledge of:

Pertinent Federal, State and local laws, codes, ordinances and regulations.

County and department organization, policies and procedures.

Basic principles and methods of administration, personnel, staff development, fiscal and data processing management.

Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word processing and database management, e-mail, fax, and document production equipment.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Principles of training, supervision and work coordination.

Basic business arithmetic.

Financial record-keeping and reporting methods.

Professional / technical terminology peculiar to assigned department.

English usage, spelling, grammar and punctuation.

Safe work practices.

Ability to:

Understand, interpret and apply pertinent Federal, State and local laws, rules and regulations, and County / department policies and procedures.

Perform a variety of analytical and administrative support duties and program development and implementation assignments.

Perform difficult and complex clerical duties in assigned unit.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Analyze clerical and administrative problems, evaluate alternatives and make sound recommendations.

Provide effective supervision and training as assigned.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Exercise sound, independent judgment and initiative within established guidelines.

Compose routine correspondence and reports independently or from brief instructions.

Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word processing and database and records management, e-mail, and specific programs unique to department.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

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

Respond appropriately, effectively and promptly to the needs of internal and external customers.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Five years of increasingly responsible secretarial or clerical administrative experience including assignments requiring a working proficiency in the use of a computer, using spreadsheet, e-mail, and data based software, and extensive public contact equivalent to an Office Assistant II in Mariposa County.

OR

One year of experience as an Office Technician or three years of experience as a Senior Office Assistant in Mariposa County.

Education:

High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects. Completion of at least 30 units of college level course work in public or business administration, computer science or closely related field.

Substitution:

An additional year of qualifying experience may be substituted for the 30 units of college level course work.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.