

## OFFICE SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** An Office Supervisor performs office supervision and administrative support work involving full and significant supervision of clerical and/or paraprofessional staff. This class supervises and coordinates all office activities and resolution of daily problems. Incumbents are responsible for: selecting, training, and supervising personnel; controlling workflow; establishing and implementing office policies, procedures, and goals; compiling data and preparing reports; and resolving operational and procedural problems. In addition, the Office Supervisor provides administrative support to a division or department that may include preparing or assisting in the preparation of the budget. This class is also responsible for performing related duties as required.

**Distinguishing Features:** Work is performed with independence within established policies and procedures and may also require technical knowledge of a program area. This classification differs from the Administrative Supervisor classification by the latter having responsibility for more diverse and complex assignments, greater independence under which the work is performed, by the considerable latitude exercised, minimal supervision required, and greater decision-making ability. Minimum supervision is received from an administrative staff person, division director, or department director, who may review work through meetings and the evaluation of overall results achieved. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED. Extensive (5+ years) experience in a clerical/administrative support capacity. Considerable (3 - 5 years) experience in a supervisory capacity. A minimum typing speed of 45 *net* words per minute (wpm) (*by assignment*).

**Special Requirements.** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph examination is required (*Police Department Assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

**Preferred/Desirable Qualifications.** Supplemental coursework in office management, secretarial science, bookkeeping, account keeping, accounts receivable billing, or related coursework is preferred. For the *Development Services assignment*, a Bachelor's Degree in Business Administration, Public Administration, Urban Planning, Geography, Architecture, Landscape Architecture, or related field and experience in an administrative support or paraprofessional capacity for planning, drafting, or civil engineering work are also preferred.

## ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Acts as a liaison between professional and support staff in processing work and resolving problems. Trains personnel in work procedures. Explains policies, rules, and regulations to employees. Responds to requests for information regarding office, department, and City functions. Conducts staff meetings. Composes correspondence, reports, schedules, minutes, agendas, and statistical worksheets. Prepares operating procedures and systems and training programs.

**Manual/Physical:** Participates in the selection of applicants for hire, including application review and interviewing. Reviews the work of subordinate personnel to ensure compliance with standard operating procedures. Maintains office supplies, forms, and equipment inventory. Types and keys correspondence, reports, schedules, minutes, agendas, and statistical worksheets at a sustained speed of 45 net wpm (*by assignment*). Maintains office files, including personnel files. Implements operating procedures and systems, and training programs for efficient office operation.

**Mental:** Plans, prioritizes, organizes, assigns, and evaluates the work of an administrative support and/or paraprofessional staff engaged in performing a variety of routine, skilled, and specialized tasks. Serves on division and/or department strategic planning teams. Coordinates internal office activities with other City departments. Coordinates the requests for support tasks from several different areas/supervisors. Prepares or assists in the preparation of the annual budget. Develops and evaluates operating procedures. Performs informational research involving the compilation of data. Participates in evaluating new equipment and systems. Coordinates office remodeling and equipment maintenance. Evaluates and recommends capital equipment purchases. Resolves procedural, operational, and other work-related problems. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom settings.

### Knowledge/Skills/Abilities:

Knowledge of:

modern office management practices and procedures;  
modern supervisory, training, and evaluation methods and practices;  
personnel selection and training methods;  
methods and policies pertinent to area of assignment;  
bookkeeping and accounting methods and practices; and  
PC software applications.

Skill in typing at a sustained speed of 45 net wpm (*by assignment*).

Ability to:

plan, organize, assign, and review the work of a support and/or paraprofessional staff;  
explain policies, rules, and regulations to employees;

perform informational research involving the compilation of data;  
intercede in difficult public contact situations;  
compose and type and/or key correspondence, reports, schedules, minutes, agendas, and statistical worksheets;  
perform special projects as assigned; and  
establish and maintain effective working relationships with management, coworkers, subordinates, personnel from other departments and agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 5/23

CT/AD/js/yf

CS4042.DOCX (Full-time)

CS4504 (Grant-funded)

EEO-A/S

JOB FCTN-OFF

INCREMENTS 43-200

PAY GRADE: 49

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IND-8810

SWORN-No