

## ADMINISTRATIVE SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** An Administrative Supervisor independently manages the office and directs the day-to-day administrative support or clerical operations of a division. This class performs administrative duties and supervises paraprofessional and clerical staff. Duties include: interprets policies and procedures using independent judgment and discretion; hires, evaluates employee performance, disciplines, investigates and resolves grievances and other human resources related issues; recommends and implements goals and objectives for the assigned work group; establishes and recommends improvements to division policies and procedures; establishes and recommends improvements to workflow and processes; prepares various reports on operations and activities; participates in budget preparation and administration; researches, compiles, analyzes, and summarizes data for special projects and comprehensive reports; supervises the ordering of office supplies and equipment; maintains calendars, schedules and coordinates meetings activities, and facilities; prepares materials and meeting minutes; serves as department/division representative on various teams and committees; prepares or oversees staff that process invoice for payments, blanket purchase orders, etc.; and performs other duties as required.

**Code Compliance Division Assignment:** Acts as primary liaison with the Information Technology Division as first level of response on all technical issues and projects for the division; writes scripts in Crystal reports to create forms, letters, notices, reports, etc.; develops standards and control procedures for the Tidemark application; maintains Tidemark database integrity; performs case audits to ensure data quality; conducts system walk-throughs to verify functional requirements and customer satisfaction; creates and maintains Tidemark configuration; trains staff on all Tidemark processes and revisions; and provides data and assistance to performance measures reporting. Other duties required of this assignment include: processes and obtains certified deeds for criminal complaints to include in the long form complaints; requests bench warrants from City Court and gathers information to give to the Police Department regarding the warrants; responds to requests for Arizona Department of Transportation (ADOT) license plate and driver's license information; assists Building Safety staff in resolving network and personal computer-related problems; plans, identifies, coordinates, and manages projects related to automation and/or technology; determines customer/division needs and utilizes technological solutions to achieve timely and cost-effective results; serves as primary contact with customer groups, project teams and outside vendors; and assists in making recommendations for short- and long-term planning related to automation and future systems.

**Water Division Assignment:** Acts as the Water Divisions primary liaison to Personnel; coordinates Division personnel functions including creating, preparing and processing confidential personnel actions example: new hires, terminations, disciplinary actions, grievances, Family Medical Leave requests, special compensation requests, etc.; prepares justification memos for Personnel actions such as special compensation, performance appraisals, criteria-based promotions, etc.; types and proofreads a variety of letters, memos, reports, statistical charts for division manager and supervisors; acts as primary liaison with Safety Services and coordinates activities such as preparing and coordinating Industrial Injury paperwork and preparing the Annual Safety Service Report for Water Division. Other duties include: oversees the travel for Division personnel; prepares travel reimbursement forms and justification memos; oversees subordinate employees responsible for accounting and purchasing functions for the

Water Division; prepares and coordinates large capital or operations purchase orders and justification; and researches and resolves purchasing and accounting issues or problems.

**Distinguishing Features:** This classification differs from the Office Supervisor classification by its more diverse and complex nature of assignments, the greater independence under which the work is performed, by the considerable latitude exercised, minimal supervision required and greater decision-making ability. This classification is expected to exercise considerable initiative and independent judgment and make decisions in resolving day-to-day problems, even when clear-cut guidelines are not available. This class is supervised by an administrative staff person, Division Director, or Department Director who reviews work through reports, conferences, and overall results achieved. This class is FLSA exempt-administrative.

## 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. Any combination of training, education, and experience equivalent to extensive (5+ years) full-time administrative work experience (example: budgeting, work order management, accounting, purchasing, researching and analyzing data, making recommendations, etcetera). Considerable (3 - 5 years) experience in a supervisory capacity. Considerable (3 - 5 years) experience with personal computer (PC) software applications (example: word processing, spreadsheet, data management).

**Special Requirements.** None.

**Substance Abuse Testing.** None. *(Due to the safety and/or security sensitive nature of the assignment, individuals in this classification assigned to the Police Department shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures).*

**Preferred/Desirable Qualifications.** Supplemental coursework in office management, bookkeeping, account keeping, accounts receivable billing, budgeting or related coursework is 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:** Communicates with the general public and other City employees in explaining and interpreting rules, regulations, practices, and policies of the department/division. Gives instructions and information and responds to questions. Prepares written documents, (i.e., research reports, justification memos, schedules, etc.) that require considerable discretion and/or judgment. Represents the division's perspective on various City committees. Acts as a liaison between professional and support staff in processing work and resolving problems. Trains personnel on work procedures. Responds to requests for information regarding office, department, and City functions. Coordinates and conducts staff

meetings. Composes correspondence, reports, schedules, minutes, agendas, and statistical worksheets. Prepares operating procedures and systems and training programs. Instructs and/or trains department employees in a classroom setting or on an individual basis as necessary. Uses both technical and non-technical language to explain complex subjects and processes.

**Manual/Physical:** Operates office equipment, such as printers, personal computers (PCs), etc. Enters data into a PC to prepare and generate reports and other documents. Oversees and may prepare Limited Purchase Orders (LPOs), Invoices for Payment (IFPs), Blanket Purchase Orders (BPOs), project requests, and various other forms. Observes, inspects, or monitors the behavior of office or field personnel to determine and maintain compliance with departmental operating and safety standards and procedures. 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. Maintains office files, including personnel workstation files. Implements operating procedures and systems, and training programs for efficient office operation. Enters data into a personal computer to modify computer applications, test functionality of computer applications, and create documentation. May instruct and/or train team members and/or customers in specific computer applications. Troubleshoots equipment problems. Meets scheduling and attendance requirements.

**Mental:** Prioritizes work assignments. Reviews or checks the work of others to ensure conformance to departmental standards. Resolves citizen complaints. Coordinates work activities and program functions with other City departments, cities, and government agencies. 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. Prepares Personnel forms, justification memos, and other Personnel related items. Develops and evaluates operating procedures. Inspects payroll records, time sheets, travel reports, etc., to ensure conformance with department standards. 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. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom settings. Assists in developing short- and long-term objectives and project plans. Assists in the prioritization of projects and the implementation of requests sent to ITD. Coordinates work activities with ITD. Confers with ITD and other personnel to arrive at consensus on project/service-related decisions and priorities

**Knowledge/Skill/Abilities:**

Knowledge of:

the principles, practices, and methods of supervising, training, and evaluating employees;  
division personnel processes;  
division-wide communication and project teams;  
the principles of public finance, personnel management, policy creation, and budget preparation;  
proper business English, spelling, grammar, and arithmetic;

modern office practices, procedures, and equipment operations;  
modern office management practices and procedures;  
personnel selection and training methods;  
PC software applications necessary to perform work;  
methods and policies pertinent to area of assignment;  
PC software applications necessary to perform work;  
data processing procedures, operations, data flow and records maintenance;  
the principles and techniques applied in systems analysis for the purpose of developing and/or analyzing computer applications, automated systems, and business processes;  
database organization, access, and retrieval techniques;  
project management techniques in a team environment;  
computer programming methods and techniques; and  
bookkeeping and accounting methods and practices;

Skill in PC software applications.

Ability to:

provide general management support;  
write clearly and concisely, and give oral and written presentations of ideas;  
explain technical budgetary problems in simple non-technical language;  
identify current and future information processing and functional needs;  
gather pertinent facts, make thorough analyses, and arrive at sound conclusions;  
plan, organize, assign, and review the work of 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.

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