General Statement of Duties

Supervise and coordinate activities of first-line supervisors engaged in supervising workers providing administrative support.

Distinguishing Characteristics

The Administrative Support Supervisor II class performs second-line supervisory duties over employees who supervise workers performing office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program. The work also involves responsibility for maintaining, advising on, interpreting the policies, reviewing, and evaluating the management of such systems or programs. The Administrative Support Supervisor II class is distinguished from the Administrative Support Supervisor I class by the nature of the work; the Administrative Support Supervisor II class uses communication and organizational skills to coordinate, supervise, manage or train others to accomplish operational goals, while employees in the Administrative Support Supervisor I class use their knowledge and skills to direct people as they work, actively looking for ways to help, and to teach others how to do something. These supervisors engage in the same work as the workers supervised; the Supervisor of Administrative Support II may engage in the same work as the workers supervised. This is the seventh class of a seven level series.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve employing theory/principles to weigh and evaluate factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Exercises general supervision over the Supervisor of Administrative Support I class.

Essential Duties

Supervises and coordinates activities of first-line supervisors engaged in supervising workers who perform office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program.
Maintains, advises on, interprets the policies, reviews, and evaluates the management of a specialized system or program.

 Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

 Conducts hiring interviews and selects candidate(s) for job opening(s).

 Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

 Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

 Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

 By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

 Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Education Requirement

Graduation from high school or the possession of a GED, HISET or TASC Certificate.

### Experience Requirement

Three (3) years of clerical or technical experience, two of which must have been in clerical supervision.
### Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements except for two years of clerical supervision.

### Licensure & Certification

None

### Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

- Criminal Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

- Pay Grade: C-808
- FLSA Code: Y
- Management Level: 6
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:\n- Class History: