



Office of Human Resources  
Administrative Support Supervisor II - LC1553  
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### 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 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.

### 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

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

### Licensure & Certification

None

### Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.  
Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Handles absentee replacement on short notice.  
Handles emergency or crisis situations.  
Personal Safety: aware of surroundings, people, and events.

### Level of Physical Demand

For DPL Positions Specifically:

2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

Sitting: Remaining in a stationary position.

Reaching: Extending the hands, arms, or other device in any direction.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Fingering: Picking and pinching, through use of fingers or otherwise.

Talking: Communicating ideas or exchanging information.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Repetitive Motions: Making frequent or continuous movements.

Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.

Walking: Ability to move or traverse from one location to another.

Carrying: Transporting or moving an object.

Pushing: Exerting force upon an object so that it moves away from the person.

Pulling: Exerting force upon an object so that it is moving to the person.

Balancing: Maintaining equilibrium.

Stooping: Positioning oneself low to the ground.

Kneeling: Assuming a lowered position.

Crouching: Positioning body downward and forward.

Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.

Standing: Remaining in a stationary position.

Written Comprehension: Ability to discern the meaning of written words.

Neck Flexion: Perceiving objects located above or below.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Kneeling: Assuming a lowered position.

### Background Check Requirement

Criminal Check

Employment Verification

### Assessment Requirement

None

### Probation Period

None

### Class Detail

**Pay Grade: C-808**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**