



Office of Human Resources Operational Supervisor I - CA2313

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General Statement of Duties

Performs supervisory duties over administrative, paraprofessional, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s).

Distinguishing Characteristics

This class performs supervisory duties over administrative, paraprofessional, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s). This class is distinguished from an Operational Supervisor II that performs second level supervisory work over a section(s) through subordinate supervisors of administrative, paraprofessional, and/or technical staff, provides leadership, direction, and long range and short term planning, and directs operational policy development and performance criteria for the assigned area(s)) in conjunction with departmental plans and goals. The Operational Supervisor I class is distinguished from the Supervisor of Administrative Support I class that supervises and coordinates the activities of workers involved in providing office support work.

The Operational Supervisor I class is distinguished from the Staff Assistant class that performs paraprofessional level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization. Additionally, a Staff Assistant is responsible for administrative functions which are typically performed by an administrator or professional level class that have been delegated by a supervisor/manager to support an operational or functional area(s). A Staff Assistant may be assigned supervisory responsibilities over office support staff but would not supervise administrative, paraprofessional, or technical employees.

Level of Supervision Exercised

Supervises two or more administrative, paraprofessional, and/or technical staff members and may supervise office support staff.

Essential Duties

Performs supervisory duties over administrative, paraprofessional, and/or technical staff, implements and monitors performance criteria in order to achieve the unit's goals and objectives, and keeps supervisory/management level personnel abreast of trends and issues in the work area.

Supports professional and/or higher level supervisors/managers by performing a variety of operational functions including operational and financial analysis, reporting and evaluation, information management, computer operations, expenditure control, budget development, accounting, purchasing and procurement, and process improvement.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members on applicable standards, regulations, and requirements for the assigned work area(s), orients staff with appropriate policies and procedures, and ensures that work conforms to policies, standards, and regulations.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

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.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments

By position, assists in the development and processing of contracts including participating in drafting RFP for contracts, evaluating proposals, and administering contracts for compliance and expenditures.

Performs other related duties as assigned.

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

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Education Requirement

Associate's Degree in Management, Business Administration, Public Administration, Political Science, or a related field.

Experience Requirement

Three (3) years of experience performing technical, paraprofessional, and/ or administrative work (this does not include office support work).

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Subject to traffic, roadways, and pedestrians.

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.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

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

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: