



Office of Human Resources
Administrative Support Supervisor II - AC1547
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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.

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

Level of Supervision Exercised

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

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.):

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

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

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

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: