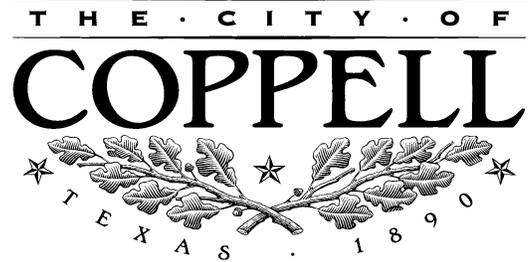


Position: Administrative Support Supervisor

Status: Non-Exempt

Rev. Date: January 1, 2011

Level: 2



JOB DESCRIPTION

Basic Function

The Administrative Support Supervisor directly supervises, completes performance reviews and makes recommendations on hiring for the department's administrative technicians. Supervisor implements work assignments for clerical personnel. Employee performs secretarial and clerical functions for the Director and Assistant Director of the department. Also, schedules training and travel agendas, places Departmental supply orders and monitors compliance with administrative-related budget items. Employee interacts frequently with members of the general public and other City employees. Regular job performs essential job functions on an 8:00 – 5:00 work schedule, Monday – Friday, with occasional additional overtime hours as necessary.

Essential Job Functions

- Type correspondence for the department utilizing personal computer and word processing software.
- Receive and screen telephone calls, routes calls and messages to appropriate personnel and greet individuals who visit the department in person.
- Monitor budget compliance, process purchase orders and reconcile monthly expenditures for the department.
- Maintain Department Record Filing System and act as Department Record Officer; ensure compliance with all record control schedules.
- Supervise the administrative technicians in the Department.
- Act as a back-up department receptionist in that position's absence, including daily breaks.

- Schedule appointments, meetings and related tasks for Department Director and Assistant Director.
- Order supplies and equipment as needed for the department's use and events.
- Prepare and submit agenda items for the Director's consideration.
- Notarize documents as needed for various projects.
- Perform other related clerical and record-keeping tasks essential to departmental administration.
- Schedule appointments with applicants to complete all necessary employment paperwork when needed.
- Perform other related duties and tasks as requested, required, or assigned.

Technical Competencies

Knowledge and ability to correctly apply professional/specialized expertise; skillfully manage information; properly use tools, equipment and technology; effectively allocate resources; proactively identify and resolve issues; consistently make sound decisions; correctly execute policy processes and procedures; strictly adhere to/enforce safety policies; consistently produce quality results; proactively plan and organize; consistently provide exceptional customer service.

Human Competencies

Motivation of Self & Others: We demonstrate a core desire to serve the Public and the Organization through our commitment, passion, initiative and drive.

Leadership of Self & Others: We motivate, inspire and influence others to strive towards excellence by being participatory, positive, accountable, team focused, influential in goal achievement, and empowering.

Service –Oriented: We behave in a friendly and professional manner centering on a desire to address the needs of internal and external customers while respecting their rights and dignity by being people-oriented, helpful, understanding and compassionate.

Trustworthy: We earn the confidence of others by demonstrating both the character and the competence to fulfill our obligations with both integrity and honesty along with ethical, credible behavior.

Relational: We establish trust, cooperation, mutual respect and support with an objective to improve relationships by valuing diversity and being diplomatic/tactful, cooperative, empathetic, broadminded, flexible, respectful and compassionate/caring.

Communication: We exchange information and ideas in a manner which results in mutually supported decisions for the greater good by sharing thoughts & feelings, and through persuasiveness, assertiveness, empathic listening, conflict resolution and deliberating/debating.

Emotional Maturity: We demonstrate the ability to manage and monitor our emotions and to assess the emotional state of others by understanding stress management, balance and consistency.

Development of Self & Others: We are committed to improving the knowledge, skills, personal qualifications and performance of ourselves and others through coaching, counseling/discipline, delegation and self-development.

Conceptual Competencies

Organizational Awareness: We are aware of the Organization's structure and culture for how we do business by understanding organizational structure, departmental impact on organization, interdepartmental relations, organizational culture, organizational development and leadership style.

Global Awareness: We stay informed of issues and trends that may impact the Organization by understanding intergovernmental relations, political awareness, and media/public relations.

Community Awareness: We have a sense of the community's culture and its impact on service delivery by understanding purpose of service, citizen/stakeholder expectations, demographics and branding.

Professional Insight: We thoroughly understand our particular professions and apply the principles and ethics required in the professions' service delivery by applying principles, professional ethics and by understanding futuring/profession trends, legal implications and resource planning.

Innovation: We successfully implement ideas that improve and/or add value to service delivery through creative thinking, risk taking, continuous improvement and by being quality minded and a change agent.

Critical Thinking: We actively and skillfully conceptualize, apply, analyze, synthesize, and evaluate information to reach a sound answer or conclusion by understanding issue/problem identification, analysis, consequences, and by balancing decision factors.

Visioning: We understand the future direction of the Organization and understand the efforts and processes needed to achieve it through goal setting and by following the mission/values.

Skills/Abilities

The Administrative Support Supervisor must be able to work closely with others as part of a team and perform occasionally tedious, exacting work which requires the frequent changing of tasks and performing multiple tasks simultaneously under constant time pressures in a noisy, distracting environment. This employee must have the ability to operate a personal computer, calculator, fax machine, copier, multi-line telephone, and other office equipment and be able to type 60 words per minute. The Administrative Support Supervisor must possess the ability to plan and prioritize work, maintain a modern filing system and effectively communicate with a wide variety of individuals verbally and in writing using the English language.

Physical Requirements

In order to successfully perform the daily tasks of this position, the employee needs to be able to: lift and carry various objects and equipment weighing up to 40 pounds for a distance up to 10 feet; exert a pull/push force up to 40 pounds; and employ various static and dynamic postures such as standing, walking, forward and overhead reaching, handling (gripping & grasping), fingering, turning, talking, hearing, near and far acuity, depth perception, peripheral and color

vision, sitting, squatting, kneeling, bending, stooping, twisting, balancing, climbing ladder/stairs, and bending.

Knowledge

The Administrative Support Supervisor should be thoroughly familiar with and have an excellent working knowledge of efficient administrative procedures and office equipment. This employee should have a general working knowledge of processing of financial paperwork, supply and purchase orders and related reporting procedures. Familiarity with specific City policies, procedures and ordinances is essential knowledge to effectively perform duties and tasks. Knowledge of scheduling and event planning practices is also required.

Experience

The Administrative Support Supervisor must have a high school diploma or equivalent educational background and three (3) years of general secretarial, office administration or similar experience. Additional desirable qualifications include an associate degree in a field related to management or public administration, management experience and additional experience working in a municipal government setting.

Working Conditions

The Administrative Support Supervisor performs the vast majority of essential job functions in an indoor office environment with little or no extended periods of strenuous physical activity. Periodically, job duties require operation of a City vehicle to travel between City facilities and other locations.

Reporting Relationship

The Administrative Support Supervisor reports directly to the Director of the department.

In accordance with the ADA, the City of Coppel is willing to consider any reasonable accommodation.