

CITY OF ROSEVILLE

ADMINISTRATIVE SUPERVISOR

DEFINITION

To plan, organize, direct and supervise the work of a clerical staff performing routine but varied work; to perform a wide variety of administrative support duties involving budgets, policies, procedures, organization, planning, contracts, facilities, equipment, supplies, personnel, and special projects; and to perform other administrative work as required.

DISTINGUISHING CHARACTERISTICS

This classification supervises a minimum of four full time clerical employees who provide general support to department staff and routine services to customers and other stakeholders. It is distinguished from the Utility Customer Services series in that the primary purpose of the Utility Customer Services classes is to provide full time customer service to utility customers that is more specialized nature than that provided by general clerical staff.

SUPERVISION RECEIVED AND GIVEN

Receives general direction from management staff as assigned.

Exercises direct supervision over assigned clerical support staff.

EXAMPLES OF ESSENTIAL FUNCTIONS - Duties may include but are not limited to the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for clerical staff and office operations; implement policies and procedures as established by management.

Plan, prioritize, assign, supervise and review the work of staff involved in performing a wide variety of administrative support duties.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, equipment, and supplies; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

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Conduct or participates in studies of new and existing programs and special projects to determine feasibility, resolve problems and increase efficiency, including organizational, technical and fiscal research and analysis; consult with department staff and staff of other departments and agencies; develop recommendations; and implement and monitor changes.

Assist in the management of work unit by evaluating existing and proposed organization, policies and procedures; consult with and advise department personnel; make recommendations and direct, review and evaluate the implementation of changes.

Coordinate, monitor and direct the acquisition, allocation and use of equipment, supplies, telecommunication systems, office and facility space, records storage and retrieval systems, and forms; conduct research and develop procedures to improve efficiency and cost-effectiveness; and monitor expenditures.

Train and arrange for training of department personnel in computer systems, and new office procedures.

Assist in the development and monitoring of departmental contracts.

Monitor usage of equipment and supplies and prepares orders for replacements.

Serves as a liaison to the human resources staff and completes all required forms and procedures to ensure adherence to City personnel rules, policies and procedures.

Conduct research, summarizes data and information, and prepares reports and memos.

Utilize and maintain electronic records and databases.

Make recommendations regarding strategies and methods to accomplish division goals.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

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Pertinent local, State and Federal laws, ordinances and rules.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of oral and written communication.

Principles and practices of conflict resolution strategies and problem resolution techniques.

Principles and practices of customer service/relations techniques.

Modern office equipment, methods, procedures, and computer hardware and software.

Pertinent federal, state and local laws and regulations related to work. English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

Methods and procedures of creating and monitoring departmental contracts.

Ability to:

Supervise, train and evaluate assigned administrative support staff including conflict resolution.

Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses.

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

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Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.

Interpret, apply and explain laws, rules, code and City policies and procedures.

Review budget submissions and revisions for mathematical and accounting accuracy.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training:

Experience:

Four years of increasingly responsible general clerical experience including one (1) year of recent (within the last five years) supervisory or lead experience.

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college, preferably with course work in public administration, business administration, accounting, industrial relations or a related field based on area of assignment. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

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