

ADMINISTRATIVE SUPPORT SUPERVISOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Varies

REPORTS TO: Varies

CLASS SUMMARY

Incumbents are responsible for supervising staff and overseeing the larger and more complex overall office operations which include switchboard functions, account receivable and purchasing activities and training.

DISTINGUISHING CHARACTERISTICS

The Administrative Support Supervisor is the fourth level of a four level administrative support series. The Administrative Support Supervisor is distinguished from the Administrative Support Specialist in that it is responsible for supervising and overseeing the larger and more complex overall office operations and performing complex administrative support activities.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and, making hiring, termination, and disciplinary recommendations.
- Oversees large office operations including telephone and switchboard functions, document preparation, mail distribution, and records management by assessing needs, establishing goals and procedural guidelines, and troubleshooting daily operations.
- Oversees large departmental accounts receivable and purchasing activities which includes sourcing; negotiating with vendors; and reviewing and approving requisition requests.
- Coordinates budget preparation and monitoring to include: reviewing reports of revenue and expense forecasts; processing invoices; and, drafting budget amendments.
- Acts as recording secretary for various committees by preparing meeting agendas and minutes.
- Coordinates administrative support staff training which includes assessing needs; establishing standards; conducting training programs; and locating appropriate training vendors.
- Responds to public inquiries and complaints by addressing concerns and making appropriate referrals.
- Oversees client and staff training.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Filing and records management techniques;
- Office operations;
- Customer service techniques;
- Basic accounting concepts;
- County government operations;
- Office equipment and supplies;
- Purchasing and accounts receivable concepts;
- Basic budgetary concepts;
- Supervisory principles.

ADMINISTRATIVE SUPPORT SUPERVISOR

Skill in:

- Supervising and evaluating employees;
- Using a computer and related software applications;
- Assessing training needs;
- Preparing and delivering presentations;
- Maintaining files;
- Writing and editing documents;
- Providing customer service;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

Associate's Degree in Business Administration, Secretarial Science, or related field and three years of progressively responsible supervisory and related administrative support experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

Some positions may require:

- Notary Public;
- Valid NC Driver's License.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99