

**TOWN OF GILBERT
CLASS SPECIFICATION**

Administrative Support Supervisor

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Administrative Support	B31-B32	Exempt

CLASS SUMMARY:

This class is the fourth level in the Administrative Support series. Incumbents supervise administrative support services requiring a broad knowledge of the organization and are focused on productivity and innovation within administrative support processes and services.

Responsibilities may include planning and overseeing administrative support services; preparing reports; staffing special projects; tracking budgets and expenditures; and tracking project timelines and keeping schedules.

Performs advanced office duties; organizes and maintains records; and prepares regulatory and other reports. Incumbents supervise other administrative support staff including conducting performance evaluations, coordinating training; and implementing hiring, discipline and termination procedures.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a safe working environment; and, making hiring, termination, and disciplinary recommendations.	Daily 10%
Supervises administrative office operations for assigned department programs and services. Provides coordination and oversight of resources including scheduling and supervision of work flow to ensure adequate coverage. Establishes and implements procedures and practices to effectively manage customer service delivery. Researches and resolves issues and implements solutions to enhance processes.	Daily 30%
Organizes, evaluates, maintains and reports department-specific or administrative information. Oversees the quality control of data maintained by administrative staff and identifies and addresses enhancements needed. Serves as liaison with department staff and representatives of other departments	Daily 20%
	Daily

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on administrative and operational matters and resolves intra-departmental operational problems related to administrative support function.	10%
As assigned, provides account reconciliation and payment authorization; assists with financial data gathering and reporting related to departmental revenues, expenses, and budgeting.	Weekly 10%
Performs other duties of a similar nature and level as assigned.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Court Services** may be responsible for:

- Under the Supervision of the Deputy Court Administrator exercises considerable discretion and judgment in responding to escalated issues from the general public and defendants with ability to explain court procedures, policies and programs. This would also include investigating and responding to complex complaints, inquiries and requests for service and reporting to executive staff.
- Performs daily cash balancing activities as needed; assists in locating discrepancies; prepares monies for deposit; manages the petty cash and change fund; complies with the Arizona Supreme Court Minimum Accounting Standards.
- Audits and verifies case management system data against case files for discrepancies and takes corrective action.

Positions assigned to **Parks & Recreation** may be responsible for:

- Manages department software which includes program registration, facility booking, memberships, leagues and payment processing.

TRAINING AND EXPERIENCE:

Associate's Degree and five years of progressively responsible office or customer service experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

- May require valid Arizona Driver's License.

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KNOWLEDGE OF:

- Supervisory principles, practices and techniques;
- Administrative office practices and procedures and methods of review;
- Automated and manual records management and standard office automation software;
- Customer service standards and problem resolution methods;
- Mathematical principles;
- Data tracking and measuring principles and practices;
- Basic budgeting practices;
- Modern office equipment.

SKILL IN:

- Supervising, monitoring and evaluating staff;
- Evaluating and resolving issues through the application of policies, procedures and practices;
- Providing staff leadership, coaching and mentoring;
- Monitoring and reporting on budgets;
- Prioritizing work and planning of administrative support;
- Utilizing a computer and relevant software applications;
- Providing advanced customer service;
- Managing administrative projects;
- 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.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to operating a motor vehicle, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and other bodily fluids, inadequate lighting, work space restrictions, environmental conditions such as disruptive people, imminent danger, or threatening environment, and intense noises.

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WORKING TITLES WITHIN CLASS SPECIFICATION:

Administrative Supervisor – B31
Administrative Support Supervisor – Court Services – B31
Customer Service Supervisor – B32

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASS HISTORY INFORMATION:

*Draft prepared by Fox Lawson & Associates LLC (BS)
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)
Date: (05/13)*