



# Office Supervisor II

## General Information

|                             |        |
|-----------------------------|--------|
| <b>Classification Code:</b> | SUPVSR |
| <b>Effective Date:</b>      | TBD    |
| <b>Pay Grade:</b>           | C42    |
| <b>FLSA Status:</b>         | Exempt |

## Position Summary

Performs and supervises a variety of administrative support duties and clerical support processes including: overseeing, directing, and coordinating diverse and complex office and administrative services and processes; establishing schedules and methods to accomplish tasks; and providing a variety of complex administrative assistance to a division/department manager.

## Classification Characteristics

This is the full journey level in the Supervisory series. This classification is responsible for making process decisions and deciding how to best achieve the objectives, standards or guidelines established by higher level management. Responsibilities will vary in accordance with assigned area of responsibility and will include supervising staff; assisting with or independently establishing project deliverables and timelines; assisting with the development and administration of functional budgets; designing operational systems related to area of assignment; performance of administrative and technical work and delivery of services; providing technical direction and problem resolution related to program services and activities; preparing internal and external reports as required by appropriate parties

Employees within this classification are distinguished from the Supervisor I because Supervisor II supervises employees who perform varying types of work with different rules, regulations and guidelines.

This class is distinguished from lower-level jobs by the responsibilities for supervision of daily activities of staff and from management-level classifications by the emphasis on the performance of technical work and delivery of services. The Supervisors differ from Associate Managers in that Associate Managers oversee operations of administrative, professional, specialized and technical staff within specific or multidisciplinary fields.

## Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Manages and supervises staff to include: scheduling, prioritizing, assigning, monitoring and reviewing work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- 2 Participates and assists in developing and maintaining internal operations for assigned programs

| <b>Essential Duties</b> |  |
|-------------------------|--|
| 3                       | Responsible for coordinating work flow, materials, contracts, and meeting specific deadlines and deliverables.   |
| 4                       | Performs advanced and/or complex technical work in assigned area of responsibility.  |
| 5                       | Coordinates department-wide initiatives for the enhancement and improvement of service delivery, including software roll-outs, testing, and maintenance.   |
| 6                       | Represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events in order to present, receive, and convey information.   |
| 7                       | Develops and implements plans to ensure applicable Federal, State, and local laws, rules, regulations, laws, and policies are complied with.   |
| 8                       | Prepares, reviews, interprets, and analyzes a variety of information, data, and reports; makes recommendations and procedural proposals to department heads based on findings.   |
| 9                       | Conducts research on new programs, philosophies, methodologies, and other applicable items. Identifies, develops and implements new and/or revised programs or operational systems.  |
| 10                      | Participates in preparing and monitoring budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; controls expenditures to include petty cash, transaction reconciliation, and review of staff purchases; |
| 11                      | Actively supports an inclusive and respectful work environment.  |
| 12                      | Performs other duties of a similar nature or level.  |

| <b>Functional Specific Responsibilities</b>  |  |
|--|--|
| <p>Additional Essential Duties for the positions assigned to <b><i>Community Development:</i></b></p> <ul style="list-style-type: none"> <li>• Manages the Development Center to include coordinating and scheduling on-duty staff coverage with various division supervisors and managers and resolving customer service issues;</li> <li>• Monitoring and updating CMD web pages;</li> <li>• Serves as primary city representation and liaison for franchises and franchise customers. Provides information and explanation of franchise rules and conflict resolution options to citizens.</li> <li>• Coordinate pool car program to include assisting with procurement of vehicles, car checkout and fuel facility training for new uses, calendars for checkout vehicles, prioritizing usage of vehicles between competing interests, and identifying and scheduling maintenance needs.</li> <li>• Manages City Business licensing services</li> </ul> <p>Additional Essential Duties for the positions assigned to the <b><i>Police Department:</i></b></p> <ul style="list-style-type: none"> <li>• Manages Crime Prevention and Community Outreach programs and staff to include organizing and presenting police programs and initiatives at various community group meetings and special and annual events;</li> <li>• Coordinates volunteers and interns including recruitment and selection, training, scheduling and time tracking for all police divisions and programs and developing new volunteer opportunities;</li> <li>• Collects and processes documentation associated with various types of claims involving police activities including property and vehicle damage;</li> <li>• Identifies and monitors light duty assignments for employees returning to work with occupational and non-occupational injuries.</li> </ul> |  |

## Qualifications

### Minimum Qualifications:

- Associates degree or two year technical certification and 2 years in a related field, or High School Diploma, or G.E.D., supplemented by specialized training and four years of related experience, including lead or supervisory experience or an equivalent combination of education and experience.

### Licensing/Certifications:

- Valid Oregon Driver's license at time of appointment, depending on area of assignment

### Technology Skills:

- Electronic mail software - Microsoft Outlook
- Internet browser software - Microsoft Internet Explorer
- Office suite software - Microsoft Office
- Presentation software - Microsoft PowerPoint
- Spreadsheet software - Microsoft Excel
- Word processing software -Microsoft Word

### Knowledge Required:

- **Personnel and Human Resources** – Knowledge of principles and practices of supervision, training, and employee performance management.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

### Skills Required:

- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Monitoring** - Monitoring/Assessing performance of self, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Instructing** - Teaching others how to do something.
- **Judgment and Decision Making** - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Management of Personnel Resources** - Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Time Management** - Managing one's own time and the time of others.
- **Negotiation** - Bringing others together and trying to reconcile differences.
- **Service Orientation** - Actively looking for ways to help people.
- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

## Qualifications

### Abilities:

- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Written Comprehension** - The ability to read and understand information and ideas presented in writing.
- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Selective Attention** - The ability to concentrate on a task over a period of time without being distracted.

## Physical Requirements

| Key                      |                        |                                  |  |                                    |  |                              |    |      |        |        |         |
|--------------------------|------------------------|----------------------------------|--|------------------------------------|--|------------------------------|----|------|--------|--------|---------|
|                          | None<br>0%<br>(0 hrs.) | Seldom<br>1-5%<br>(Up to 1 hrs.) | Occasionally<br>11-35%<br>(Up to 3 hrs.) | Frequently<br>36-75%<br>(3-6 hrs.) | Continuous<br>76-100%<br>(6+ hrs./day) |                              |    |      |        |        |         |
|                          | 0%                     | 1-5%                             | 11-35%                                   | 36-75%                             | 76-100%                                |                              | 0% | 1-5% | 11-35% | 36-75% | 76-100% |
| <b>BODY POSITIONS</b>    |                        |                                  |  |                                    |  | <b>PUSH/PULL</b>             |    |      |        |        |         |
| Standing                 |                        |                                  |  | X                                  |  | 0-10 lbs.                    |    |      | X      |        |         |
| Sitting                  |                        |                                  |  |                                    | X                                      | 11-20 lbs.                   |    | X    |        |        |         |
| Walking – Even Surface   |                        | X                                |  |                                    |  | 21-50 lbs.                   | X  |      |        |        |         |
| Walking – Uneven Surface |                        | X                                |  |                                    |  | 51-75 lbs.                   | X  |      |        |        |         |
| Kneeling                 | X                      |                                  |  |                                    |  | 76-100 lbs.                  | X  |      |        |        |         |
| <b>MOVEMENTS</b>         |                        |                                  |  |                                    |  | <b>ENVIRONMENTAL HAZARDS</b> |    |      |        |        |         |
| Bending/Stooping         |                        | X                                |  |                                    |  | Indoors                      |    |      |        |        | X       |
| Twisting                 |                        | X                                |  |                                    |  | Outdoors                     |    | X    |        |        |         |
| Crawling                 | X                      |                                  |  |                                    |  | Dust                         | X  |      |        |        |         |
| Squatting/Crouching      | X                      |                                  |  |                                    |  | Fumes/Odors/Gasses           | X  |      |        |        |         |
| Balancing                | X                      |                                  |  |                                    |  | Chemical Agents              | X  |      |        |        |         |
| Reach – Overhead         | X                      |                                  |  |                                    |  | Biological Agents            | X  |      |        |        |         |
| Reach – Forward          |                        | X                                |  |                                    |  | Noise – Low                  |    | X    |        |        |         |
| Reach – Backward         | X                      |                                  |  |                                    |  | Noise – Moderate             | X  |      |        |        |         |
| Climbing – stairs        | X                      |                                  |  |                                    |  | Noise – High                 | X  |      |        |        |         |
| Climbing - ladder        | X                      |                                  |  |                                    |  | Low Light                    | X  |      |        |        |         |
| <b>USE OF HANDS</b>      |                        |                                  |  |                                    |  | Heat                         | X  |      |        |        |         |

| Physical Requirements     |   |   |   |  |   |                     |                             |   |   |   |
|---------------------------|---|---|---|--|---|---------------------|-----------------------------|---|---|---|
| Grasping – whole hand     |   | X |   |  |   |                     | Cold                        | X |   |   |
| Grasping – pinch grip     |   |   | X |  |   |                     | Restricted workspace        | X |   |   |
| Fine manipulation/feeling |   |   | X |  |   |                     | Vibration – whole body      | X |   |   |
| Keyboarding               |   |   |   |  | X |                     | Vibration - extremity       | X |   |   |
| <b>LIFT/CARRY</b>         |   |   |   |  |   | <b>JOB SPECIFIC</b> |                             |   |   |   |
| 0-10 lbs.                 |   |   | X |  |   |                     | Driving – vehicle/equipment | X |   |   |
| 11-20 lbs.                |   | X |   |  |   |                     | Operate foot controls       |   |   | X |
| 21-50 lbs.                | X |   |   |  |   |                     | Seeing                      |   |   | X |
| 51-75 lbs.                | X |   |   |  |   |                     | Talking                     |   | X |   |
| 76-100 lbs.               | X |   |   |  |   |                     | Hearing                     | X |   |   |
|                           |   |   |   |  |   |                     | Extended work hours         | X |   |   |

### Classification History

See addendum title(s) – Office Supervisor – for additional history.  
 2020.02 – Job Description prepared and adoption

**I have reviewed the job description.**

**Employee: Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_