

ADMINISTRATIVE SUPERVISOR

DEFINITION

Under direction, plans, organizes, directs, coordinates, supervises and evaluates the work of administrative staff; performs office management duties for an assigned department; performs a variety of difficult, complex, and specialized office support, information gathering, information preparation, and public relations assignments; and performs related duties as required.

REPORTS TO

Higher level management staff.

CLASSIFICATIONS SUPERVISED

Exercises direct supervision over secretarial and/or clerical staff.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

Plans, organizes, directs, coordinates, supervises and evaluates the work of assigned clerical and secretarial staff; performs a wide variety of specialized office management, administrative support, and fiscal support assignments; establishes work schedules and priorities; participates in the hiring, discipline, and termination of employees; evaluates the performance of staff and conducts performance appraisals; performs the most complex work of the unit; receives and processes incoming civil requests for records from the public and other government agencies; prepares records for archival; develops and implements management systems for more efficient workflow; tracks and coordinates department services with external agencies; ensures the provision of quality customer services; performs public information and relations assignments, receiving office visitors and telephone calls, providing comprehensive information about policies, programs, functions, and procedures; may assist the public with application and permit procedures, including preliminary reviews of materials and plans submitted to support application; may assist with the development and administration of the department and/or unit budget; may maintain and track a variety of fiscal and budget expenditures; prepares and submits activity reports and reports required by other government agencies; establishes, and updates information retrieval systems; prepares purchasing documents and facilitates purchasing and travel procedures for the department or unit; gathers, organizes, and summarizes a variety of data and information; performs special projects and prepares reports; prepares correspondence, informational material, and documents; may maintain permit files and issue permits; may coordinate the preparation, submission, and administration of grants; maintains personnel files, office supplies and inventory; operates computers to maintain files and databases; generates computer reports; operates office equipment including assigned applications; and performs related duties as required.

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When assigned to Public Health, Mental Health or Social Services manager; may perform the following special duties for Medi-Cal Administrative Activities (MAA); drafts, revises and submits the MAA claiming plan; serves as liaison with claiming programs with the Local Governmental Agencies (LGA) and the State and Federal governments on MAA and Targeted Case Management (TCM); administers LGA claiming by overseeing, preparing, compiling, revising and submitting TCM and MAA claims on a LGA-wide basis to the State; attends training sessions, meetings and conferences involving MAA and TCM claims; trains LGA program and contractor staff on State, Federal and local requirements for TCM and MAA claiming; ensures MAA and TCM claims do not duplicate Medi-Cal claims for the same activities from other providers.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of audio-visual equipment; use of office equipment including computers, telephones, calculators, copiers, and fax machines.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; contact with staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- County policies, rules, and regulations.
- Operations, services, activities, rules, policies, and procedures of the department where assigned.
- Principles and practices of customer service.
- Public and community relations.
- Grant development and administration practices.
- Administrative analysis.
- Office management methods and procedures.
- Laws and rules governing confidentiality in assigned area.
- Records retention requirements.
- Methods and techniques of administering contracts.
- Methods and techniques of establishing and maintaining of filing and methods of information retrieval systems.
- Purchasing methods and procedures.
- Principles of account and statistical recordkeeping.
- Office equipment including computers and software applications related to administrative support work.
- Principles of supervision, training, and performance evaluation.
- Applicable state guidelines and regulations.

Ability to:

- Perform a wide variety of complex and specialized administrative support work for an

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- assigned department or unit.
- Supervise, train, and evaluate the work of assigned staff.
- Delegate assignments to lower level staff.
- Interpret, explain, and apply a variety of County and Department policies, rules, and regulations.
- Work with considerable initiative and independence while exercising good judgment in recognizing scope of authority.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare, clear, concise and accurate records and reports.
- Prepare promotional and informational materials.
- Take and transcribe notes to develop minutes for boards, committees, and commissions.
- Use a personal computer and appropriate software for word processing, recordkeeping, and administrative functions.
- Effectively represent the County and the department or unit in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other County staff, and other agencies.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Training and Experience: *Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

Education:

A high school diploma or GED equivalent; specialized training and education in business administration or a related field is highly desirable.

Experience:

Five (5) years of increasingly responsible experience performing a variety of administrative and office support work with at least one (1) year in a supervisory position.

Special Requirements:

Possession of an appropriate, current, and valid California Driver's License issued by the Department of Motor Vehicles.