



FLSA: COVERED  
EEO: 2  
JUNE 2024

## **OFFICE ASSISTANT SUPERVISOR I (IMS)**

### **DEFINITION**

Under limited supervision, the Office Assistant Supervisor I plans, organizes, supervises, and participates in the work of an office support unit; establishes and maintains administrative records; may oversee the initial application screening function in the assigned departments' automated system; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Office Assistant Supervisor I is the first supervisory level in the Office Assistant series. The Office Assistant Supervisor I differs from the Office Assistant Supervisor II in that the latter supervises office support functions through subordinate first-line Office Assistant Supervisors and other lead-workers in a complex, multi-level organizational structure.

### **REPORTS TO**

Higher level management and supervisory staff.

### **CLASSIFICATIONS SUPERVISED**

This classification does not exercise supervision over lower level staff.

### **EXAMPLES OF DUTIES**

*Duties may include, but are not limited to, the following:*

- Plans, assigns, supervises, and reviews the work of support staff to ensure quality, completion, and compliance with department standards.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Identifies training needs, conducts training, and provides leadership and coaching for staff.
- Independently establishes a course of action to accomplish work objectives and adapts to meet changing priorities.
- In cooperation with management, develops or revises policies, procedures, and templates to improve efficiency, effectiveness, and compliance.
- Arranges for additional staffing to meet established objectives.
- Answers inquiries and resolves complaints from customers, service providers,

department personnel, and the public.

- Functions as an authoritative resource of information on regulations, rules, department policies, and guidelines.
- Establishes and updates administrative records and summaries for department such as budgetary, revenue and expenditures, personnel and payroll records, inventory control, workflow and production output, work load, and regulatory and procedural manuals.
- Operates and oversees the use of automated systems, works with IT staff to implement modifications, and utilizes various software applications.
- Promotes cooperative professional working relations among staff, resolves conflicts, and monitors work environment.
- Provides employees with guidance and prepares performance evaluations.
- Performs related duties as assigned.

## **ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- General office functions, procedures, equipment, and filing systems.
- English grammar, vocabulary, spelling, and punctuation.
- Principles of training development, implementation, and evaluation.
- Computers and automated data systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

### **Ability to:**

- Explain and apply policies, procedures, and regulations governing program operations.
- Exercise good judgment when organizing, directing, prioritizing, and supervising unit activities.
- Train, supervise, evaluate, and discipline subordinate staff.
- Provide effective oral and written instruction to others.
- Quickly and accurately enter and retrieve data using an automated data system.
- Establish and maintain effective working relationships.
- Listen attentively and understand written and verbal information provided.
- Establish long-range objectives, goals, and strategies.
- Develop forms and letters.
- Maintain composure and react professionally.
- Work independently.

## **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 office equipment including computers, telephones, calculators, copiers and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **TRAINING AND EXPERIENCE**

#### **Experience**

One (1) year of full-time experience performing advanced journey level or lead-worker clerical duties in an office environment.

### **SPECIAL REQUIREMENTS**

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority