



SUPPORT SERVICES SUPERVISOR 1

0112

GENERAL DESCRIPTION OF CLASS

The SUPPORT SERVICES SUPERVISOR 1 supervises and participates in the work of staff doing a limited range of general activities in direct support of agency programs or operations, including but not limited to general office, (e.g., typing, filing, records processing, data entry, etc.) mail services, document reproduction and printing, supply stockrooms, warehouses, etc. Employees in this class also perform tasks related to those performed by the employees supervised. All positions in this class supervise and are excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the first level of a three-level series. Responsibility for doing some of the same general support tasks as those done by subordinates distinguish this level from the higher levels. The absence of responsibility for supervising and coordinating the work of staff performing higher level support functions, in addition to the assignment of technical program functions, further distinguishes this class from the higher levels.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

1. Supervision

Reviews incoming work and sets priorities for completion to expedite work flow. Assigns and distributes work and reviews progress of work to ensure deadlines are met. Authorizes overtime. Approves work and vacation schedules.

Explains rules, policies and procedures, and provisions of collective bargaining agreements as they relate to the work.

Interviews and hires, or effectively recommends hiring, support staff. Trains new employees. Trains employees on new work procedures or operations. Determines training needs and recommends training programs. Evaluates staff performance and initiates disciplinary actions, as necessary. Prepares position descriptions and work plans and resolves work related problems such as performance, workload, and scheduling.

2. Administrative Duties

Develops and revises work procedures and systems to assure efficient work flow or reduce operating costs. Coordinates work flow activities with other units. Compiles statistics and prepares a variety of reports (e.g., personnel staffing, space and equipment needs, productivity, expenditures. Designs or revises forms used to complete work activities. Inventories equipment and supplies, recommends purchase of equipment and authorizes orders for general supplies.

Answers questions and provides information about agency policies, procedures, and services to agency staff. Some positions may work with dissatisfied individuals to identify problems and offer solutions or answers.

3. General Support Activities

Performs some of the assigned functions of the unit on a routine basis. Composes and prepare correspondence, reports and other information.

RELATIONSHIPS WITH OTHERS

The Support Services Supervisor 1 has in person, telephone, or written contact on a regular basis with agency staff, other agencies, and the general public to provide or request information, respond to questions and complaints, resolve problems, and explain rules and regulations, agency policies and procedures, personnel policies and procedures, and collective bargaining agreements.

SUPERVISION RECEIVED

The Support Services Supervisor 1 receives general supervision from an administrative superior who assigns and reviews the progress of work through daily or weekly informal conferences and reviews completed work for accuracy, compliance with deadlines, and conformance to agency policies and procedures, personnel policies and procedures, and collective bargaining agreements.

SUPERVISION EXERCISED

The Support Services Supervisor 1 supervises employees performing a limited range of general support tasks by reviewing completed forms, documents, and records for accuracy and timeliness. Work performance may also be evaluated by observing employees handling in person and telephone contacts with public and private agency staff, business and professional people, and the general public, by documenting complaints received about the quality of the employee's work, and by conferring regularly with individual employees.

KNOWLEDGE AND SKILLS (KS)

General knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.

Basic knowledge of the principles and practices of supervision and work organization and simplification.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division, and percentage).

Skill making decisions within established laws, rules, policies, or procedures.

Skill making independent judgments and decisions about a course of action to be taken.

Skill communicating orally and in writing with a variety of people, answering questions, and gathering and exchanging information.

Skill applying and explaining laws, rules, policies, and procedures.

Skill operating and servicing various equipment used to do the work (e.g., typewriter, copier, postage meter, calculator).

Skill gathering and organizing information or data and preparing reports.

Some positions in this class may require the following:

Skill operating a computer to enter, update, correct, retrieve and manipulate information.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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Dept. of Administrative Services
Human Resource Services Division