

**GENERAL DESCRIPTION OF CLASS**

The SUPPORT SERVICES SUPERVISOR 2 supervises and coordinates the activities of staff performing a wide range of general support activities, 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. and some technical or administrative functions in direct support of agency programs or operations. In addition to supervision, the Support Services Supervisor 2 is responsible for technical or administrative program duties. All positions in this class supervise and are excluded from collective bargaining.

**DISTINGUISHING FEATURES**

This is the second level of a three-level series. Supervision of employees doing a wide range of general support activities in addition to some technical or administrative functions distinguishes this level from the lower level. At this level, employees are not typically participating in the general support activities performed by subordinates but have administrative or technical program responsibilities. The general support activities may be supervised by subordinate supervisors. This level is distinguished from the higher level by the lack of responsibility for supervising a technical program unit or supervising through subordinate supervisors multiple support units.

**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. May supervise staff through subordinate supervisors.

**2. Administrative Duties**

Provides administrative or technical support to agency managers. Participates as a support services technical expert on agency task forces and coordinates special projects and studies. Compiles statistics and prepares a variety of reports (e.g., personnel staffing, space and equipment needs, productivity, and expenditures). Coordinates or performs specialized computer applications activities.

Answers questions and provides information about agency policies, procedures, and services to agency staff and outside parties. Works with dissatisfied individuals to identify problems and offer solutions or answers.

Coordinates work flow activities with other units. Develops and revises work procedures and systems for various functions to assure efficient work flow or reduce operating costs. Designs or revises forms used to complete work activities. Compiles information and prepares activity or performance reports. Recommends purchase of equipment and inventories equipment and supplies annually.

### **3. Program Activities**

Establishes and maintains procedures and other controls necessary to carry out assigned support activities. Coordinates projects or other activities with federal, state and local agencies to accomplish identified goals and objectives. Monitors program activities for compliance with federal and state laws, Administrative Rules, and established agency policies and procedures.

Conducts studies related to assigned area, evaluates information, and prepares reports, including a thorough analysis and recommendations for a course of action or solution to problem. Implements recommendations approved by management. Assists supervisor in developing long- and short- range operational or program goals.

Researches information and responds to inquiries from various sources (e.g., law enforcement personnel, attorneys, state and federal legislators, staff from public and private agencies, the media, or the public). Analyzes financial and statistical data or information on requests for agency services or other situations requiring agency action. Negotiates with involved parties to solve problems, gain compliance, reach a settlement, or determine required services. Interprets rules and regulations and provides information, advice, and direction to agency staff, the public, or other local, state or federal agencies to assist them in carrying out assigned activities, achieve compliance, resolve problems, or determine an appropriate course of action.

## **RELATIONSHIPS WITH OTHERS**

The Support Services Supervisor 2 has in-person, telephone and written contact on a regular basis with staff, staff in other agencies, private organizations and the public to provide or request information, respond to questions and complaints, solve problems and explain Administrative Rules, regulations, policies and procedures. Contacts are made in person or by telephone on a regular basis with agency staff to discuss issues or solve problems related to personnel administration, work flow, and other related administrative functions.

## **SUPERVISION RECEIVED**

The Support Services Supervisor 2 receives general supervision from an administrative superior who assigns and reviews completed work through informal conferences or discussion of problems as they occur. Work is reviewed upon completion for accuracy, continuity of work flow, timeliness, compliance with deadlines, and conformance to state and federal laws, Administrative Rules, agency policies and procedures, collective bargaining agreements, and personnel policies and procedures.

## **SUPERVISION EXERCISED**

The Support Services Supervisor 2 supervises employees doing a wide range of general support, or technical and administrative activities. Completed work is reviewed for accuracy, timeliness and conformance to state laws, Administrative Rules, and agency policies and procedures. The Support Services Supervisor 2 observes employees carrying out duties and confers regularly with individual employees, or their immediate supervisor, regarding scheduling, workload, progress and work related problems.

**KNOWLEDGE AND SKILLS (KS)**

General knowledge of the principles of work organization and simplification.

Basic knowledge of the principles and practices of personnel management as it relates to the selection, motivation, and disciplining of employees.

Skill performing technical or administrative support functions requiring independent judgment, decision making, and problem resolution.

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 explaining information or decisions.

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

Skill developing or revising procedural instructions.

Skill gathering and organizing information or data and preparing reports.

Skill supervising (e.g., hire, train, plan, organize, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).

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.

Adopted 1/90

Revised 2/98

STATE OF OREGON

Dept. of Administrative Services

Human Resource Services Division