

GENERAL DESCRIPTION OF CLASS

The SUPPORT SERVICES SUPERVISOR 3 supervises and coordinates, through subordinate supervisors, the work of multiple general support units, 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., or supervises one or more units of staff performing technical or administrative program activities. The Support Services Supervisor 3 may perform some administrative or technical program activities. All positions in this class supervise and are excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the third level of a three-level series. Responsibility for supervising multiple support units performing varied functions through subordinate supervisors distinguishes this level from the lower. In a technical unit, employees in the class may directly supervise staff engaged in technical program activities.

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

Supervises, sometimes through subordinate supervisors, staff performing varied general support functions including general office (e.g., typing, filing, records processing, data entry, etc.) mail services, document reproduction and printing, supply stockrooms, warehouses, etc. and administrative or technical duties.

Reviews progress of work with subordinate supervisors, if any, to ensure deadlines are met. Trains new employees, or supervises training by subordinate supervisors. Evaluates staff performance, or evaluates in conjunction with subordinate supervisors. Authorizes work and vacation schedules and authorizes overtime.

Reviews incoming work and sets priorities to expedite work flow. Develops and implements new procedures and changes in work flow. Interviews and hires or effectively recommends hiring of subordinate supervisors and staff. Prepares position descriptions and work plans. Trains employees on new work procedures or operations. Determines training needs and recommends training programs. Initiates disciplinary actions. Solves problems (e.g., performance, workload, scheduling) within the work units and interprets laws, rules, policies and procedures, and collective bargaining agreements related to the work of the units.

2. Administrative Duties

Develops budget related to staffing, equipment purchase and service, and supply needs of unit. Performs or coordinates specialized computer application activities. Develops and uses data base information. May provide administrative or technical support to agency administrators. Participates as a support service technical expert on agency task forces and coordinates special projects and studies. Compiles statistics for a variety of reports (e.g., personnel staffing, space and equipment needs, productivity, budget monitoring).

Answers questions and provides information about agency policies, procedures, and services.

Contacts other units, departments, or outside parties to provide or receive information. Deals with dissatisfied individuals by identifying problems and offering solutions or answers.

Develops and revises work procedures for all functions within area of responsibility to assure efficiency. Designs new unit or agency forms. Coordinates activities with other units. Compiles information and prepares unit activity or performance reports. Designs or modifies filing systems.

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.

Prepares and coordinates interagency agreements, contracts, leases, requests for proposals, or other agreements with federal, state, or local agencies or other jurisdictions.

RELATIONSHIPS WITH OTHERS

The Support Services Supervisor 3 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, polices 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. The Support Services Supervisor 3 meets regularly with agency management to make presentations concerning procedures for implementing new programs or operations.

SUPERVISION RECEIVED

The Support Services Supervisor 3 works with independence and 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 3 supervises directly or through subordinate supervisors employees doing varied general support or technical and administrative activities. Work is reviewed to ensure continuity of work

is maintained and deadlines are met. Completed work is reviewed on an a spot check basis for accuracy, timeliness and conformance to State laws, Administrative Rules, and agency policies and procedures. Work is reviewed on a spot check basis for accuracy, timeliness, and conformance to state laws, Administrative Rules, agency policies and procedures, and by holding regularly scheduled conferences with individual employees or their immediate supervisors.

KNOWLEDGE AND SKILLS (KS)

- General knowledge of the principles and practices of work organization and simplification.
- General knowledge of the principles and practices of personnel management as it relates to the selection, motivation, and disciplining of employees.
- Basic knowledge of research techniques sufficient to collect, analyze, interpret, and report data in both a narrative and statistical format.
- Skill supervising (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions) staff performing specialized and responsible support or administrative functions or supervising through subordinate supervisors.
- Skill resolving problems and making independent judgments and decisions that may be precedent-setting with long-range effects.
- Skill explaining or interpreting laws, rules, policies, and procedures both orally and in writing.
- Skill establishing and evaluating effectiveness of operational procedures.
- Skill monitoring and authorizing budget expenditures and making projections for future budgeting.
- Skill researching, compiling, analyzing information/data, and preparing narrative and statistical reports including a recommendation for a course of action.

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