

# CITY OF BEAVERTON

## Office Supervisor

### General Summary

Provide administrative assistance to a department director. Serve as office supervisor for the department. Develop and administer administrative policies, procedures and budgets. Coordinate and supervise the administrative activities of the assigned department.

### Key Distinguishing Duties

Overall responsibility for providing administrative support to the department and supervising support staff of the section including hiring employees, responding to grievances and overseeing the disciplinary process as needed.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Supervise department administrative support operations. Develop, review, approve and implement work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the department management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Supervise support staff of assigned section. Participate in hiring decisions. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy.
3. Handle confidential and sensitive information on a regular basis.
4. Coordinate work requests and track assignments and timelines.
5. Coordinate special projects and events. Plan, schedule and implement a variety of administrative activities.
6. Serve as office manager. Evaluate efficiency and effectiveness of administrative processes of the department. Recommend and implement improvements.
7. Draft, format and produce word-processed documents using specific departmental knowledge. Proofread and edit material.
8. Coordinate appointments, meetings and travel for department head and/or staff members.

9. Assist in developing department budget by compiling, projecting and analyzing data. Monitor budget and expenditures.
10. Provide a variety of administrative support activities, such as formatting and maintaining databases and spreadsheets, verifying, tracking and updating information, and producing standard and customized reports.
11. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
12. Produce an acceptable quantity and quality of work that is completed within established timelines.
13. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
14. Represent the department and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
15. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
19. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Expert knowledge of English grammar, spelling and usage.
- ◆ Working knowledge of general bookkeeping/accounting.

- ◆ Working knowledge of practices and principles of public/business decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to office management.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.
- ◆ Advanced knowledge of basic arithmetic principles.

### **Skills/Abilities Required**

- ◆ Advanced ability to perform alpha-numeric and electronic filing and accurate record keeping.
- ◆ Skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to successfully manage the operations and budget of a section.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Expert ability to use word-processing, database, spreadsheet programs and other application software as required for the position.
- ◆ Expert ability to use general office equipment.

### **Minimum Qualifications Required for Entry**

High School diploma or GED and 5 years of increasingly responsible administrative support experience in an office environment including 1 year in a lead or supervisory role or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

### **Working Conditions**

Regular focus on a computer screen; daily use of a keyboard or similar device; weekly dealing with distraught or difficult individuals; weekly lifting, moving or carrying objects of 20-40 pounds; occasional attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

## **Classification History**

As of 10/97: Administrative Assistant

Revised: 1/98

New class specification title 1/98: Office Supervisor

Revised: 11/04

Revised: 1/1/09

Status: M3

FLSA: Non-Exempt

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Human Resources Signature

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Date