

CLASS SPECIFICATION
Support Staff Supervisor

GENERAL PURPOSE

Under general direction, plans, organizes, coordinates, supervises and evaluates the support services staff of a district department and provides direction and supervision to ensure the effective and efficient operation of department offices.

DISTINGUISHING CHARACTERISTICS

Under the direction of a department director, the incumbent is responsible for the organization, direction and supervision of the department's support services employees and offices; serves as primary assistant to the department managers, performing a wide variety of administrative duties to support the work of the manager. Performs other related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned section; with staff, develops, implements and monitors work plans to achieve department mission, goals and performance measures; participates in developing and monitoring performance against the annual department budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve District goals, objectives and performance measures consistent with the District's quality and service expectations; prepares and maintains daily schedules, and other department-related documents and records.
2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with federal, state and local laws and regulations and District classified human resources policies and labor contract agreements.
3. Provides leadership and works with staff to develop and maintain a high performance, service-oriented work environment that supports the District's objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Prioritizes, schedules, organizes and evaluates the day-to-day operations of department support services; confers with employees and administration concerning work schedules and special requests.
5. Assists in the planning, development and presentation of orientation and in-service training programs for department support staff.
6. Maintains all necessary records pertaining to department activities and personnel performance evaluation data.
7. Ensures compliance with quality, quantity, and timeliness of work standards, and promotes a high level of employee morale.

8. Provides a wide variety of administrative support for the work of the director; prepares communications, reports, and maintains records; receives and directs inquiries; conducts research regarding department-related issues; maintains department budgets; resolves problems.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of administration, including goal setting, policy and procedure development and implementation, evaluation and work standards.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, punctuation and formatting.
3. District organization, rules, policies, administrative regulations and guidelines, procedures and provision of applicable California and Federal laws.
4. District administrative procedures related to human resources, risk management, contracting, purchasing, inventory, office accounting, budgeting, travel and training.
5. Principles and practices of effective management and supervision.
6. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, prioritize, supervise, coordinate and evaluate the functions and activities of support services staff and the work of staff engaged in the performance of such work.
2. Establish daily work schedules given priorities and District and the responsibilities of the department.
3. Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies.
4. Communicate effectively both orally and in writing using Standard English grammar, punctuation and spelling.
5. Prepare complete, accurate and comprehensive reports and other written materials.
6. Maintain highly sensitive and confidential information.
7. Use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals.
8. Establish and maintain highly effective working relationships with District management, staff, parents, students, community members and others encountered in the course of work.

Education, Training and Experience:

Equivalent to completion of a bachelors degree or higher or at least five years of increasingly responsible office management experience. Strong leadership and motivational skills required.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand, and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of District management, staff and others encountered in the course of the work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions and the noise level is usually quiet.

Board Approved : May 19, 2011