

OFFICE SUPERVISOR

DEFINITION

Plans, directs, and supervises the operation of a large clerical unit engaged in a highly complex function or several diverse functions, providing a variety of centralized support services such as word processing, reprographics, courier, mail, telephone and office supplies.

TYPICAL DUTIES

Plans, supervises, and reviews the work of an assigned large clerical unit.

Directs the work of a staff engaged in providing a variety of centralized support services such as word processing, reprographics, courier, mail, telephone, and office supplies.

Determines priority of work projects, production standards, and prepares schedules to meet deadlines.

Recommends, initiates, and implements procedural changes to optimize the work flow of the unit operations.

Makes decisions based upon knowledge of office functions, rules and procedures.

Trains employees in the work of unit and evaluates and advises them on work performance.

Contacts administrators and personnel of the District and other governmental jurisdictions, and the public in connection with the work of the unit.

Coordinates work of the assigned unit with other internal units to ensure timely processing of work requests.

Provides information and interprets policies and procedures concerning the unit.

Participates in the development of the annual budget for the unit and monitors expenditures.

Maintains files, procedures manuals, references, statistical and other records.

Prepares or approves requisitions for office supplies.

Operates a variety of standard office machines as well as computer equipment using software applications.

May compute and check invoices.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Office Supervisor** plans, directs, reviews, and supervises the work of a large clerical unit engaged in a highly complex function or several diverse functions; such as word processing, reprographics, courier, mail, telephone, and office supplies. Evaluates subordinates and effectively makes recommendations to hire, reward, transfer, or discipline. Use of computer equipment and advanced computer applications is an integral aspect of the duties.

DISTINGUISHING CHARACTERISTICS (Cont.)

An **Administrative Aide** applies a thorough knowledge of established procedures and policies in the areas of: budgeting, purchasing, personnel, payroll, contracts, scheduling, and other centralized administrative activities. Proficiency in the methods, procedures, and policies utilized in the Los Angeles Community College District is of greater importance than a broad knowledge of the general principles and practices of office administration. May perform lead duties. Use of computers and advanced computer applications is an integral aspect of the duties. The class of **Administrative Aide (Confidential)** is distinguished from the class of **Administrative Aide** because the employee, in the regular course of his or her duties, is required to have access to, or possess information relating to, the District's employer-employee relations.

A **Senior Office Assistant** performs complex clerical work, applies a thorough knowledge of a highly specialized office function while assisting in the daily operation of an office, and exercises initiative and independent judgment in applying established practices to specific cases. Keyboarding and use of computer equipment is an integral aspect of the duties.

SUPERVISION

General supervision is received from an academic or classified supervisor or administrator. Supervision is exercised over assigned clerical staff.

CLASS QUALIFICATIONS

Knowledge of:

- Policies, regulations, and procedures of general administrative and business transactions
- Practices and procedures of office management
- Principles of supervision and training
- Letter, memorandum and report formats
- Organization and management of records and files
- Functions of unit to which assigned
- Capabilities of computer software, hardware, and systems in the management of administrative and business transactions

Skill in:

- Use of computer equipment

Ability to:

- Plan, schedule, and supervise the work of a large clerical unit
- Coordinate diverse activities
- Provide leadership and technical assistance to others
- Understand, interpret, and apply rules, policies and regulations
- Train others in the functions, rules, practices and procedures of the office
- Give clear and concise instructions
- Prepare reports in written, graphic and tabular form
- Effectively communicate orally and in writing
- Meet schedules and time lines
- Work effectively with staff, students, and the public
- Evaluate work methods and performance
- Recognize unusual problems and refer them to appropriate parties
- Make arithmetic computations accurately
- Use specialized computer applications and systems pertinent to the work of the assigned unit
- Learn general and specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university in office administration, business administration or a closely related field **AND** three years of full-time, paid clerical experience which must have included use of computer equipment. One year of the required experience must have been in a supervisory or lead capacity. A successfully completed college-level course in supervision may substitute for the required one year in a supervisory or lead capacity.

OR

- B. Graduation from high school or its equivalent **AND** five years of full-time, paid clerical experience which must have included use of computer equipment. One year of the required experience must have been in a supervisory or lead capacity. A successfully completed college-level course in supervision may substitute for the required one year in a supervisory or lead capacity. College-level coursework in supervision and office management are desirable.