

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Office Supervisor**

**Class Code: 20922**

**Pay Grade: GF**

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### **A. Purpose:**

Directs and participates in office support work by assigning and scheduling work, prioritizing office needs, acting as a liaison between clerical support staff and professional staff and overseeing the day to day work of clerical support staff to maintain the functions of an office, program, or activity.

### **B. Distinguishing Feature:**

The Office Supervisor supervises or serves as a lead worker over three or more clerical support staff and is responsible for the day to day operations of an office activity.

The Senior Secretary performs a combination of professional and secretarial duties, or high-level clerical support functions.

The Secretary performs a wide variety of clerical and office support functions and has independence to deviate or choose from defined procedures and practices.

The Staff Assistant performs office support functions within well-defined procedures and guidelines.

The Senior Claims Clerk oversees and directs the claims, voucher, and billing processes and/or processing staff of an office; and is responsible for working with a variety of processes and maintaining and overseeing general bookkeeping records and logs.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Distributes work to clerical support staff to ensure work is completed timely, accurately, and efficiently.
  - a. Assigns daily tasks or projects to clerical support staff.
  - b. Answers general questions from staff, licensees, or the public on program activities or procedures.
  - c. Monitors staff activity and work loads.
  - d. Fills in for absent staff.
  - e. Serves as a liaison between clerical support staff and program supervisors.
2. Prioritizes tasks to adapt to changing deadlines or peak workloads.
  - a. Assesses staff workloads.
  - b. Adjusts workloads to meet peak workloads or for special projects.
  - c. Notifies program manager of problem areas.
    - i. Seeks direction on matters that are not routine or general in nature.
    - ii. Refers difficult or sensitive issues to the program manager.
3. Aids in the development and enforcement of office and/or program policies and procedures to ensure uniformity and compliance with activity or program requirements.
  - a. Recommends new or revised policies and/or procedures.
  - b. Determines office support needs.
  - c. Interprets rules, policies, and procedures to staff, licensees, and the public.

4. Serves as a lead worker or supervisor over clerical support staff to ensure day to day operations of the office and/or program are maintained.
  - a. Provides input on or may conduct staff performance appraisals.
  - b. Approves leave requests in the program managers absence.
  - c. Trains new staff.
  - d. Addresses staff problems and discusses disciplinary actions.
  - e. Participates in interviewing new staff.
5. Assists with program functions to support the program manager.
  - a. Gathers data for use in budget preparation.
  - b. Makes recommendations on changing or revising program activities and procedures.
  - c. Drafts program policies and procedures.
  - d. Initiates and completes a variety of forms, reports, and correspondence.
  - e. Recommends changes in forms, brochures, manuals, and other written materials.
  - f. Reviews and tests new computer operating systems for the office.
6. Performs other work as assigned.

#### **D. Reporting Relationships:**

Provides day to day work direction to clerical support staff.

#### **E. Challenges and Problems:**

Challenged to provide day to day direction to staff working in diverse program activities. This is difficult because of the need to develop and maintain knowledge of each program or activity well enough to direct the activities of support staff.

Typical problems include ensuring the timely completion of activities by staff, prioritizing work needs and producing accurate work, maintaining a positive and congenial atmosphere, avoiding or diffusing conflicts among staff, training staff in difficult or changing statutes, maintaining open lines of communication with staff, working with and directing staff, and maintaining consistency in processes or activities.

#### **F. Decision-making Authority:**

Decisions include the delegation of tasks, projects, and their priority; the referral of callers or visitors problems; general activity operations; responses to general staff, licensee, or public questions; which matters need to be referred to a superior; if computer operating systems are functional; and if staff are functioning according to standards and procedures.

Decisions referred to a superior include contractual procedures, disciplinary actions, hiring and terminations, policy decisions, interpretation of statutes, personnel issues, final decision on moving computer operations systems on-line, and issues requiring the development of new policies.

#### **G. Contact with Others:**

Daily contact with the public, county officials, licensees, and other agencies to give and receive information; weekly with other state or federal agencies to give or receive information; and weekly with computer programmers to discuss office computer operations systems.

#### **H. Working Conditions:**

Typical office environment.

**I. Knowledge, Skills, and Abilities:**

Knowledge of:

- office procedures;
- record keeping procedures; and
- policies, procedures, activities, and programs applicable to the office.

Ability to:

- train subordinates and monitor performance;
- deal effectively with staff and the public;
- organize work effectively; and
- maintain accurate records.