

SUPERVISING OFFICE ASSISTANT II

DEFINITION

Under general direction, plans, organizes, and directs the work of a large group of clerical staff engaged in difficult clerical work; personally performs highly difficult or unusual clerical work; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Positions at this level supervise and coordinate a very large clerical staff performing difficult and responsible clerical functions or several clerical units performing a variety of non-routine clerical duties.

Supervising Office Assistant II is distinguished from Supervising Office Assistant I in that the latter both supervises employees in multiple works sites or shifts, and either utilizes subordinate supervisors and lead workers and/or coordinates multiple diverse work units. The Supervising Office Assistant II spends a majority of total work time engaged in planning, scheduling, and supervision of assigned staff.

EXAMPLES OF DUTIES

1. Plans, organizes, and assigns work of assigned staff and/or work units.
2. Coordinates clerical activities with other related functional units.
3. Supervises staff; trains and gives instruction; prepares performance evaluations, makes effective recommendations for hire; recommends and initiates disciplinary actions.
4. Recommends changes to clerical systems and procedures; revises and designs office forms.
5. Interprets policy and complex procedures to subordinate staff; translates general instructions from technical and administrative sources into detailed operating procedures and instructs staff in their use.
6. Provides information to the public and County personnel regarding the business of the department.
7. Prepares reports and statistical data.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:

1. Modern office methods and procedures and office supplies, materials, and equipment

Working knowledge of:

1. Business English and correspondence

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2. Principles of effective supervision, including working planning, scheduling, review, evaluation, employee training and disciplinary procedures

Skill and Ability to:

1. Plan, organize, and direct the work of a large clerical staff
2. Prepare reports, keep difficult records, and prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling
3. Learn and apply specific laws, rules, and office policies and procedures
4. Speak and write effectively
5. Analyze situations accurately and take effective action
6. Establish and maintain effective working relationships with those contacted in the course of work.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Education:

Equivalent to completion of the twelfth grade

Experience:

One year of experience in the County of Monterey performing Supervising Office Assistant I duties or five years of increasingly responsible clerical experience, at least one year of which shall have been in a supervisory capacity.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Mobility and dexterity to function in a typical office environment
2. Speech and hearing sufficient to carry on face-to-face and telephone conversations.
3. Sight sufficient to use a computer monitor and read written documents and forms

CLASS HISTORY

Class Code: 80E82
Established Date: October, 1969
Revised Date: June, 2007
Former Title: Supervising Clerk II

CLASS DATA

Job Group: 17
EEO Category: OC
Work Comp. Code: 8810
Bargaining/Employee Unit: F
FLSA: E
MOCO OT: N

Supervising Office Assistant II

Approved by:

/s/ Dianne Dinsmore
County Administrative Office

06/08/07
Date