

City of Bellingham

Classification Specification

CLASS TITLE	Support And Services Supervisor
DEPARTMENT	Interdepartmental
UNION:	231
SG:	S-5
CS:	N
FLSA:	N
EE04CODE:	AS

NATURE OF WORK:

Independently supervises department office or functional area, ensuring efficient operations and utilization of personnel. Supervises staff and performs related personnel functions. Responsible for the daily operations of assigned functional area. Makes decisions or recommendations about operational policies and procedures that are directly related to specific area of responsibility. Serves as a member of department or division management team as assigned. May perform administrative support and confidential personnel functions for a department head including preparation of the department's budget and financial reports. Distinct areas of individual responsibility include service to the public, internal and external communication, recording and retrieval of data and/or information required in an office or public/customer service functional area. The position requires the use of independent judgment, knowledge of the organization and of sensitive internal or inter-agency considerations. May also perform some portions of the work assigned to the work unit.

DISTINGUISHING CHARACTERISTICS:

This is an entry-level supervisory classification for positions that regularly and customarily supervise two or more full-time equivalent (FTE) clerical or customer service staff. It is distinguished from classifications in the clerical series by responsibility for supervising an office or functional area and for the full scope of supervisory responsibility, as well as for performing portions of the work assigned to the unit. Requires extensive and specialized knowledge of department or division policies, procedures, functions and activities. The Support and Services Supervisor classification is distinguished from the Administrative Assistant classification by the latter's responsibilities for handling confidential labor relations matters. Distinguished from the Executive Assistant classification by the latter's reporting relationship to an elected official.

SUPERVISORY RELATIONSHIPS:

Works under limited direction and reports to an administrative superior. Regularly and customarily exercises the full scope of supervisory responsibility for a minimum of two support staff, including responsibility for selection, training, development, and performance management of assigned staff. Works independently under the guidance of applicable federal, state, City and departmental laws, rules, regulations and labor agreements.

ESSENTIAL FUNCTIONS:

1. Supports and organizes the work and processes of an office, department or significant functional area.
2. Assigns, supervises, trains and evaluates work of assigned clerical, customer service or other support staff. Conducts performance evaluations to guide the development of employees and provide a record of performance. Participates in the selection of new employees and provides initial orientation for staff. Applies labor agreements and personnel policies. Develops performance standards and monitors performance. Makes recommendations and implements employment actions, including discipline with department head approval.
3. Maintains confidential records for the department and is the department expert on the appropriate release of records and information. This may include the department's personnel records as well as information specific to the department.
4. Compiles information on budget, work schedules and staffing for use in establishing short and long-range goals, as assigned.
5. Initiates, conducts and assigns research as directed to determine the impact of policy and regulatory changes on administrative procedures and departmental operations. Compiles data, develops content, drafts reports or monitors completion of staff assignments and makes recommendations.
6. Responsible for records management systems of significant importance to the department and City. Performs or directs the work of assigned staff to organize, update, maintain, purge and archive databases, files, records and other documents according to guidelines. Performs or directs the collection, research, verification, entry, updating and retrieval of electronic data. Modifies systems and troubleshoots problems as needed. Develops and ensures maintenance of confidential information.
7. Provides information as appropriate to citizens, City departments and other agencies.

ADDITIONAL WORK PERFORMED:

1. Performs other related work within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Thorough knowledge of the principles and procedures of supervision including planning, organizing and delegating work; evaluating performance; setting up complex record-keeping systems and developing an effective work team.
- Knowledge of the purpose, function and practices of the City and department including the operational relationships between City departments, other governmental agencies and community groups or agencies.
- Knowledge of department and City policies and procedures and ability to apply and explain them in detail.
- Ability to work independently to carry out position responsibilities.

- Good problem-solving and decision-making skills including flexibility and adaptability.
- Ability to organize, prioritize and schedule work and to ensure delivery of work products in a timely manner while maintaining accuracy and attention to detail.
- Strong oral and written communication skills including knowledge of business English, composition and formatting of various documents, reports, meeting minutes and/or correspondence. Ability to compose written documents and to proofread and edit the work of others.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Skill in using software utilized by the functional area supervised. May include word processing, spreadsheets, database management, presentation programs and/or specialty applications.
- Skill in using standard office equipment.
- Knowledge of bookkeeping and accounting principles, budgetary and financial concepts sufficient to play an appropriate role in budget preparation and department purchasing.
- Willingness and ability to maintain confidentiality of documents and sensitive communications.
- Physical ability to perform the required duties.

WORKING ENVIRONMENT:

Work is performed primarily indoors in an office setting with extensive periods of time sitting or standing. Works at a computer workstation and with a variety of office equipment. Frequently interacts with the public on the telephone and in person. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years of recent, progressively responsible administrative support or customer service experience.
- Associate degree in a related field preferred.
- Two years of supervisory experience preferred.
- Municipal or other public sector experience preferred.
- Bookkeeping, library, medical billing, law enforcement and/or records management experience required for certain positions.
- Spreadsheet experience required for some positions.
- A combination of education and experience that provides the applicant with the knowledge and skills to perform the essential functions of the position will be considered.
- Ability to type at level required for selected positions.
- Some positions in the classification may require the ability to use 10-key by touch.

NECESSARY SPECIAL REQUIREMENT:

- Must pass a Washington State Child and Vulnerable Adult or Bellingham Police background check prior to hire for some positions and be willing to be rechecked according to department procedure.

- Some positions may require the ability to secure and maintain a valid CPR/First Aid card within six months of hire.

PREPARED BY: L. Klemanski
11/02

REVIEWED BY: Jo Zeimet, Human Resources Director

REVISED BY: Joint Classification Committee
1/05

JOINT CLASSIFICATION COMMITTEE ADOPTION: 1/03