



Office of Human Resources
Administrative Support Supervisor - LC1510
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General Statement of Duties

Supervise and coordinate activities of workers involved in providing administrative support.

Distinguishing Characteristics

The Administrative Support Supervisor class performs first-line supervisory duties over workers performing office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program. The work also involves responsibility for maintaining, advising on, interpreting the policies, reviewing, and evaluating the management of such systems or programs. The Administrative Support Supervisor is distinguished from the Administrative Support Assistant V which performs assigned lead work in office support duties.

Essential Duties

Supervises and coordinates activities of workers who perform office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program.

Maintains, advises on, interprets the policies, reviews, and evaluates the management of a specialized system or program.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

None

Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of clerical or technical experience.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure & Certification

None

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:

2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Crouching: Positioning body downward and forward.

Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands, arms, or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: NE-13

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 10/03/21

Revised By: JH

Class History:

Revised title.