



Office of Human Resources  
Human Services Operations Supervisor - CA3096  
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### General Statement of Duties

This class performs supervisory duties over non-supervisory employees, technicians, professional support staff and administrative staff and supports professional and/or higher-level supervisors/managers through the application of the principles of a discipline, profession, and/or field of study to accomplish the operational goals of the assigned area(s).

### Distinguishing Characteristics

This class performs supervisory duties over non-supervisory employees, technicians, professional support and administrative staff and supports professional and/or higher-level supervisors/managers through the application of the principles of a discipline, profession, and/or field of study to accomplish the operational goals of the assigned area(s).

This class is distinguished from a Human Services Operations Manager that performs second level supervisory work over a section(s) through subordinate supervisors of administrative, professional support, and/or technical staff, provides leadership, direction, and long range and short-term planning, and directs operational policy development and performance criteria for the assigned area(s)) in conjunction with departmental plans and goals. The Human Services Operations Supervisor class is distinguished from the Supervisor of Administrative Support I class that supervises and coordinates the activities of workers involved in providing office support work.

The Human Services Operations Supervisor class is distinguished from the Staff Assistant class that performs professional support level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization. Additionally, a Staff Assistant is responsible for administrative functions which are typically performed by an administrator or professional level class that have been delegated by a supervisor/manager to support an operational or functional area(s). A Staff Assistant may be assigned supervisory responsibilities over office support staff but would not supervise administrative, professional support, or technical employees.

### Essential Duties

Performs supervisory duties over non-supervisory employees, technicians, professional support and administrative staff.

Supervises and evaluates the work of employees who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs and evaluates the work of employees who coordinate services for clients vulnerable to homelessness.

Investigates the eligibility for and the accuracy of payments in assistance programs, determines if proper procedures were used, and seeks methods to correct any errors.

Performs quality review of case management coordinators' work to ensure accuracy and compliance with state and federal guidelines related to public assistance programs as mandated by the federal government and ensures that federal reporting deadlines are met to avoid federal funding and fiscal sanctions.

Prepares and/or directs the preparation of records and reports and ensures that staff members enter and update information into the state and county computer systems.

Trains new staff members on applicable standards, regulations, and requirements for the assigned work area(s), orients staff with appropriate policies and procedures, and ensures that work conforms to policies, standards, and regulations.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion. Review cases prior to submission to appropriate city, county, state, or federal agencies.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Monitors current methods/policies and make necessary changes to accommodate changes and expedite workflow.

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.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments

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

**Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

**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.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

**Level of Supervision Exercised**

Supervises two or more non-supervisory, administrative, professional support, and/or technical staff members and may supervise office support staff.

**Education Requirement**

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

**Experience Requirement**

Five (5) years of experience performing technical, paraprofessional, and/or administrative work (this does not include office support work).

**Education & Experience Equivalency**

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

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(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.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

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.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

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

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check  
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** EX-08  
**FLSA Code:** Y  
**Established Date:** 9/21/2018  
**Established By:** LS  
**Revised Date:** 2/14/21  
**Revised By:** AD  
**Class History:**  
Revised education, experience, and equivalency statement.