City of Portland Job Code: 30000437

# CLASS SPECIFICATION Administrative Supervisor II

FLSA Status: Exempt Union Representation: Nonrepresented

#### **GENERAL PURPOSE**

Under general supervision, supervises a moderate to large-sized staff performing a wide range of administrative support functions; participates in and supervises performance of a significant technical support function such as bureau technology support, work orders and stores, complex payroll, specialized records management and similar functions; serves as administrative support supervisor for Police Central Precinct; and performs related duties as assigned.

#### DISTINGUISHING CHARACTERISTICS

An Administrative Supervisor II is responsible for supervising a staff of office support personnel and participating in providing complex and responsible administrative and office support functions requiring a thorough knowledge of City and bureau administrative procedures and precedents. Incumbents perform difficult, diverse and confidential duties in support of bureau management personnel in their organizational units and with outside agencies and organizations. In addition, incumbents supervise and participate in specialized technical support functions in their assigned bureaus that require extensive knowledge of the unit's functional disciplines, including terminology, policies, practices and procedures and their application in completing, monitoring and managing overall work processes.

Administrative Supervisor II is distinguished from an Administrative Supervisor I in that incumbents in the former class participate in and supervise technical and specialized bureau support functions, in addition to supervising a group of office support staff performing a variety of complex and difficult administrative support tasks in a branch or major department.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

- 2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.
- 3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the City's mission, strategic plan, objectives and values; attends senior staff and other specialized meetings.
- 4. Acts as office manager providing office support and guidance to staff on office procedures; assesses and improves office procedures and designs new programs and processes; recommends, develops, drafts, implements, revises and distributes policy and procedural documents; ensures bureau staff are in compliance with City and bureau office policies.
- 5. Coordinates and schedules secretarial and office support staff assignments to ensure coverage for all key assignments including special projects; supervises and participates in the distribution of mail; maintains an inventory of office supplies, standard forms and other materials for bureau-wide use; coordinates the scheduling of conference and meeting rooms assignments; ensures proper operation of office equipment; establishes and maintains filing systems.
- 6. Provides secretarial and clerical support to a bureau director and/or designated bureau staff members; prepares general and confidential correspondence for signature; ensures materials and reports for signature are accurate and complete; proofreads and checks typed and other materials for accuracy, completeness and compliance with City standards, policies and procedures; screens telephone calls, makes travel arrangements and maintains appointment schedules for designated staff members.
- 7. Provides, supervises and/or coordinates a wide variety of human resources activities for bureau staff including payroll preparation, e-PAN processing, database management, workers' compensation claims processing, benefits information communication and/or maintenance of bureau personnel files, training records and other documents; prepares and manages contracts and agreements for outside consultants; oversees recruitment and supervision of temporary and seasonal employees; coordinates annual audiometric tests for employees; develops and administers bureau ergonomic policies and procedures including performing risk analyses, establishing assessment processes and approving purchases of ergonomic equipment.

- 8. Collects information and data, and plans, develops and manages the budget under supervision of management including reconciling expenditures, requesting budget changes and approving purchases; maintains accounting systems to track expenses.
- 9. Researches and assembles information from a variety of sources for the preparation of records, reports and special projects; manages and conducts special studies as requested and recommends organizational, procedural or other changes; designs reports for bureau use; serves as team leader on projects and directs staff, provides guidance, sets goals, coordinates work programs and allocates resources and assignments.
- 10. Provides technical support for bureau hardware, software and databases; troubleshoots, diagnoses and resolves basic hardware and software problems; acts as liaison between BIT, bureau staff and vendors; coordinates development of bureau-specific databases, including determining business requirements, recommending design, approving custom reports and conducting testing and revision; creates and manages bureau web pages or website including updating site information, leading team in developing bureau internet policies, creating content and producing electronic forms.
- 11. Plans, oversees, manages, maintains and archives large-scale, specialized bureau records and files; manages library of videos, print media and projection materials; provides records management support for specialized professional, time sensitive functions; archives print and digital media; collect and archives financial and operations data.
- 12. Manages the bureau complaint process; conducts background research and provides resolutions; works with customers to address concerns and complaints; prepares quarterly reports on customer complaints for bureau management; disseminates information about bureau programs, policies and projects.
- 13. Manages staff performing information and referral services for a major bureau or on a Citywide basis.
- 14. Manages downtown police Central Precinct administrative support function, including front-desk reception for Police Bureau headquarters building and logistical support for downtown special events.

#### OTHER DUTIES

- 1. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of sound independent judgment; responds to complaints from customers and the public, refers the complaint to appropriate staff and/or takes or recommends action to resolve the complaint.
- 2. Maintains and replenishes a petty cash fund.

- 3. Serves on special City-wide, bureau and outside agency/organization committees and task forces.
- 4. Administers the City's insurance portfolio; supervises and coordinates claims accounting processes; maintains records and answers questions; updates annually the City's list of property.
- 5. Supervises a stores facility; supervises storekeepers in their daily duties; manages the computerized inventory system; oversees and certifies annual inventories.
- 6. Acts as evidence fund custodian/accountant; conducts monthly audits of funds; reviews paperwork for completeness; serves on an audit committee.
- 7. Participates in a wide variety of special bureau projects and programs requiring knowledge of bureau functions and programs and City requirements.
- 8. For downtown police Central Precinct, procure and store ammunition; inventory armory and weapons; procure and dispose of uniforms and officer equipment
- 9. Provides on-call emergency operations support; arranges for food for offices on major callouts.

# MINIMUM QUALIFICATIONS

#### **Knowledge of:**

- 1. Office administrative and management practices and procedures, including filing and recordkeeping.
- 2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
- 3. City organization, ordinances, rules, policies, and procedures relating to the administration of a City bureau.
- 4. Computer hardware and standard and advanced uses of word processing, graphics, spreadsheet, database and other custom software; internet technologies; database systems use and design; software troubleshooting.

- 5. City administrative procedures and forms for human resources, payroll, risk management, contracting, purchasing, inventory, accounts payable, budgeting, travel and training processes.
- 6. State and City laws, policies and procedures applicable to the maintenance of public records.
- 7. Inventory management, processes and internal controls.
- 8. Business processes related to collection, filing and reporting of data.
- 9. Permitting processes and procedures applicable to areas of assigned responsibility.
- 10. Customer service standards, policies, procedures and etiquette.
- 11. Principles and practices of effective supervision.
- 12. City human resources policies and labor contract provisions; City timekeeping and payroll codes and reporting requirements.

## **Ability to:**

- 1. Plan, supervise and coordinate the work of assigned staff.
- 2. Operate a computer and word processing software and other standard office equipment.
- 3. Type accurately at a speed necessary to meet the requirements of the position.
- 4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
- 5. Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies.
- 6. Evaluate work processes and recommend and implement improvements.
- 7. Train others in work processes, procedures and technology.
- 8. Troubleshoot and resolve basic computer software and hardware problems.
- 9. Organize, research and maintain complex and extensive office files.
- 10. Compose correspondence from brief instructions.

- 11. Communicate clearly and effectively orally and in writing.
- 12. Prepare clear, accurate and concise records and reports.
- 13. Maintain sensitive and confidential information.
- 14. Learn and apply new information required to carry out assigned projects and meet bureau requirements.
- 15. Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers.
- 16. Establish and maintain highly effective working relationships with bureau managers, staff, consultants, vendors, customers and others encountered in the course of work.

#### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and six years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience. Experience in a government or public utility setting is highly desirable.

#### Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

## PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

## **Class History:**

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. The class is composed of the following class(s).

0922 Administrative Supervisor II Adopted: 07-01-92 0966 Program Coordinator Adopted: 07-01-92

Revised: April 2005. Verbiage added for Central Precinct Admin Supv position. June 2009 - Change Job Class number from 7107 to 30000437, due to system change.