

## ADMINISTRATIVE SUPPORT SUPERVISOR

Job Code	Pay Grade
11316	CL14

### Nature of Work

This is analytical, administrative and office supervisory work providing administrative and information systems support for a director, senior manager or supervisor. An employee in this class assists the department director, manager, supervisor (or formal supervisor) in planning, directing and implementing all or a defined portion of the administrative functions of a department, division or section. Work includes at least partial supervisory responsibility over personnel engaged in assignment of work, office automation, payroll, personnel, budget, records management, purchasing, customer service or other administrative support functions. Work may involve assisting supervisors by relieving them of routine management details and performing highly specialized or technical clerical activities. General supervision is received from a senior manager, superior or designee. The position reports to a senior manager, supervisor or designee.

### Minimum Qualifications

- 5 years of highly responsible experience in public or business administration that includes automation, accounting or budget responsibilities, and supervisory experience; or
- Associate's degree (or two years of other related college level education) in accounting, business administration, public administration and 3 years of highly responsible experience in public or business administration that includes automation, accounting or budget responsibilities and supervisory experience; or
- Bachelor's degree in accounting, finance, business administration, public administration and 1 year of highly responsible experience in public or business administration that includes automation, accounting, budget, and supervisory experience; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Develops, prepares, and monitors the department budget; reviews and approves expenditures, coordinates banking and investing of idle funds, and acts as liaison with budget auditors.
- Develops and maintains independent payrolls; prepares and submits tax deposits and reports for unemployment and retirement compliance.
- Researches county procurements as well as purchases, negotiates with vendors, analyzes and recommends large purchases, and monitors invoicing and contract compliance.
- Plans, directs, implements and supports the automation of office systems, procedures, programs and equipment; evaluates office automation systems and equipment needs; coordinates with other department personnel regarding hardware and software needs; coordinates installation and operation of same.
- Supervises, assigns, and reviews the work of subordinate clerical, technical, and support staff in personnel, inventory control, payroll, record and file maintenance, purchasing, property control, accounting, LAN administration, office automation, GIS, and data entry.
- Relieves supervisors of administrative detail by advising employees of departmental policies and procedures, dictating correspondence, preparing reports, assembling budget data and coordinating and preparing agenda items.
- Explains personnel policies and rules, counsels employees on promotional requirements and opportunities, monitors employee performance evaluations and assists or instructs supervisors on evaluation program standards and requirements.
- Maintains departmental compliance with Affirmative Action/Equal Employment Opportunity reporting requirements.

## ADMINISTRATIVE SUPPORT SUPERVISOR (continued)

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### Illustrative Tasks (continued)

- Provides administrative support to management by researching and assembling information, preparing reports with recommendations, and providing clarification of departmental policies and procedures.
- Prepares documentation manuals and procedures for applications; develops departmental automation standards, guidelines and procedures for receiving, moving, setting up equipment and loading new or enhanced software.
- Meets with customers and other individuals to respond to a wide variety of requests and to resolve problems.
- Supervises subordinate technical and clerical employees; conducts performance reviews; recommends the hiring and firing of staff.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of governmental purchasing, personnel and budget procedures.
- Knowledge of rules and regulations controlling budgetary record keeping for local governments.
- Knowledge of principles and procedures of governmental budget preparation and record keeping.
- Knowledge of office equipment and automation, network administration, information processing principles and practices.
- Knowledge of principles of office management and supervision.
- Knowledge of payroll laws governing deductions and deposits for retirement systems, unemployment compensation, and workers compensation.
- Knowledge of public administration principles and practices.
- Knowledge of research techniques, methods and procedures.
- Knowledge of computer operations and the concepts of operating systems, utilities and application software.
- Ability to supervise and train a large clerical, technical, and support staff.
- Ability to develop effective office and field work procedures, clerical training programs, departmental or public relations programs.
- Ability to manage independent payroll, purchasing, and budget systems.
- Ability to prepare and defend reports and recommendations, both verbally and in writing.
- Ability to independently analyze and solve problems, and render advice or assistance to same.

For official use only

Revised	EEOC Code	Overtime Code
2/13	Administrative Support	Classified/Excluded