CLERICAL SUPERVISOR

DEFINITION

Under general direction of an administrator, or other supervisor, organizes, coordinates and plans the functions and activities of an assigned clerical unit or office; supervises and evaluates the performance of assigned staff; assures the accomplishment of specialized clerical duties.

ESSENTIAL DUTIES

Maintains confidentiality of sensitive information; operates a variety of specialized office machines including typewriters, calculators, computers, terminals, printers and word processing equipment; provides specialized information to callers and visitors; assures the proper preparation, retention and maintenance of records and files; computes, classifies, summarizes and records financial and statistical data; plans, organizes, and coordinates the assignments, functions, and activities of an assigned clerical unit; assigns, reviews and evaluates the quality and quantity of work performed by subordinate clerical employees; supervises, trains, and evaluates subordinate clerical staff; organizes, classifies and reviews computer-generated and typewritten reports and materials assuring proper formatting, accuracy and completeness prior to distribution; responds to requests for information relating to assignments, programs and activities of the assigned office; interprets policies, regulations and operational procedures pertaining to assigned clerical duties; maintains an inventory of materials, equipment and supplies; supervises and participates in the preparation of keyboarded letters, forms and a variety of other documents according to established procedures and forms; performs a variety of responsible clerical duties such as maintaining calendars for administrators and support staff, composing correspondence, scheduling appointments and screening mail; develops work schedules, operational procedures; develops and revises record storage and retrieval systems as appropriate; conducts and attends staff meetings related to office operations, work flow and priorities; assists employees in determining alternative solutions to unusual circumstances and problems.

OTHER RELATED DUTIES

Some positions in the class may maintain cash accounts; pick up U.S. mail; set and disarm building alarms; assist as requested in interviewing and selecting new employees; all perform other related duties as directed.

EMPLOYMENT STANDARDS

Training and Experience:

Any combination of training and experience which would indicate possession of the knowledge, skills, and abilities listed herein:

Three years of increasingly responsible clerical experience including one year of experience in a lead capacity.

Knowledge of:

Correct English usage, grammar, spelling, punctuation and vocabulary; Modern office practices, procedures and equipment; Methods and practices for categorizing, filing, retaining and retrieval of correspondence and other records; Current principles and techniques of employee supervision, training, motivation and evaluation;

Knowledge of:

Employment interviewing techniques; Operation of specialized office machines including computer and word processing equipment; Computer generated word processing, database, and spreadsheet applications;
Knowledge of: (Cont’d.)

Oral and written communication skills;
Telephone techniques and etiquette;
Interpersonal skills using tact, patience and courtesy.

Ability to:

Plan, assign, schedule, review and evaluate the quality and quantity of work performed by subordinate employees;
Utilize word processing, database, spreadsheet, graphics, VAX, and HRS;
Produce keyboard generated material at a net corrected speed of 50 words per minute;
Operate a variety of office equipment;
Learn policies, procedures, organization and operating details of the assigned function or department;
Plan, organize, supervise, train, and evaluate the activities and work performed by clerical personnel;
Analyze, interpret, apply, and explain, complex and specialized operational procedures, legal mandates, rules and regulations applicable to the assigned area of responsibility;
Prepare and maintain complete and accurate records;
Gather and summarize information for preparation of reports;
Complete work amidst many interruptions and constantly changing priorities;
Maintain budget accounts;
Maintain confidentiality;
Maintain cash accounts;
Function in situations requiring tact, diplomacy, and discretion;
Maintain calendars by arranging scheduling, confirming meetings and appointments;
Keyboard at a net corrected speed of 50 words per minute;
Requisition and maintain inventory of equipment and supplies;
Present information at workshops and to small groups;
Communicate effectively, both orally and in writing;
Meet schedules and time lines;
Establish and maintain effective working relationships with others.

PHYSICAL DEMANDS

Applicants must be able to stand, walk, sit, lift and carry up to 25 lbs., carry, push, pull, climb stairs, maintain balance, stoop/bend, kneel, bend repeatedly, reach over head, repetitively use fingers and/or use wrists or hands while twisting or applying pressure, use both hands and or legs simultaneously, have rapid mental/muscular coordination, speak clearly, hear normal voice conversation, have depth perception, have color vision and distinguish shades, see small details, drive a vehicle, use a computer and a telephone.

WORK ENVIRONMENT

Employees in this classification work inside and outside, with temperature changes and poor ventilation, with sharp objects, are subject to overtime, with exposure to both minor and severe contagious illnesses/diseases, (colds, flu, tuberculosis, measles, mumps, chicken pox, hepatitis, etc.), some positions may occasionally deal with difficult people, with continuous interruptions and changing priorities, in direct contact with the public/students/District personnel, without close supervision, with a high volume of work and tight deadlines.

Revised: 11/4/96
Salary Range: 23-S