



OFFICE CLERK SUPERVISOR

DISTINGUISHING CHARACTERISTICS

Under limited direction, the Office Clerk Supervisor plans, organizes, directs and evaluates the work of two or more Office Clerks, who are engaged in providing office support, including reception to one or more department divisions; administrative support, including, but not limited to filing, scanning, data entry, and appointment scheduling using one or more automated systems; and other clerical or related work as required. The Office Clerk Supervisor is responsible for the direction and coordination of a variety of difficult and complex office/administrative support functions, including navigation of one or more automated system platforms for managing health records or public social services.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Schedules and coordinates work assigned to various Office Clerks.
- Adapts work plans and schedules to meet changing priorities.
- Monitors the flow and quality of work to ensure completion of tasks is in compliance with the departmental and program policies, procedures and timelines.
- Functions as an authoritative resource for new and existing policies, procedures or regulations governing the provision of front office services.
- Instructs direct reports on new or revised policies and procedures to ensure compliance and accurate completion of work tasks.
- Establishes and implements work performance standards, evaluations work performance of subordinates and prepares performance evaluations.
- Attends workshops and training opportunities as identified to increase professional knowledge, as well as participates in team meetings to ensure coordination of activities.
- Conducts selection activities including hiring interviews and recommending candidates for hire.
- Coordinates orientation and training of new clerical employees.
- Utilizes and trains employees on the use of one or more automated systems.
- Receives, compiles, verifies, and inputs a variety of data/documentation into appropriate spreadsheets, databases, and information systems; reconfigures data for reporting and statistical purposes.
- Receives and processes documents from the public, other agencies, and other County departments relative to and in accordance with protocols of assigned program/operation, division, or department.

- Performs a variety of clerical and specialized duties in support of assigned work unit as necessary and upon request; performs related duties as assigned.
- Promotes Cooperative professional working relations among staff, resolves conflicts, and monitors work environment.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS:

Path I: High school graduate or equivalent with two years of experience performing the duties of an Office Clerk III in a public services agency.

Or

Path II: High school graduate or equivalent with five years of experience performing progressively more responsible clerical or paraprofessional duties.

Knowledge of:

- Public and program administration, organization, operations, functions, services and activities to strategically coordinate people and resources.
- General office functions, procedures, equipment and filing systems.
- Word processing, spreadsheet, database, email and automated systems.
- Supervision and employee evaluation methods

Typical Physical Requirements: Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping, and lifting in the performance of assigned duties. Normal manual dexterity and eye- hand coordination required. Repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and talking is required for verbal communications. Ability to use a variety of office equipment and machines as referenced. Good memory and recall is necessary for the accurate and timely transfer of data/information.

Typical Working Conditions: Most assigned work is normally performed in an office environment. Continuous contact with County staff, management, general public, and outside organizations/agencies.

Special requirements: Must possess a valid operator's license issued by the California Department of Motor Vehicles.