

Santa Cruz Regional 9-1-1

OFFICE SUPERVISOR

Class Purpose:

Under General Direction, the Office Supervisor is responsible for coordinating the work of the front office personnel, developing schedules to maintain sufficient coverage, directing, and evaluating front officer personnel. They are responsible for administrative, accounting, purchasing, personnel and payroll assistance and support to the General Manager in carrying out the administrative functions of the Center.

Distinguishing Characteristics:

This class is responsible for a full range of administrative and/or technical support services which may include maintenance and processing of financial records and transactions involving a variety of items in different forms, assisting Users with system related issues, tracking and monitoring trouble reports and/or action items, and documenting activities. As a supervisor, the Supervising Administrative Assistant will work independently in the judgement in the day-to-day operations of the front office and personnel assigned to the front office. This class reports to the General Manager.

Typical Tasks:

Manages work assignments within the front office.

Coordinates schedules to maintain sufficient staffing of the front office.

Evaluates the front officer personnel assigned to them.

Assists the General Manager with day-to-day business administration duties

Relieves administrative and technical staff of office and routine administrative and/or technical duties including tape reproduction using master logging equipment.

Sets up and maintains complex and confidential filing systems, including payroll and personnel records, trouble tickets, and concern/inquiry forms.

Attends meetings, takes and transcribes meeting minutes for Board meetings, User meetings and other staff, task or quality group meetings.

Edits and types technical specifications, requisitions, statistical data and other finished copy from draft or general instruction.

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Initiates replies to routine correspondence, providing information with explanation or interpretation of policy and procedures. Assists in the maintenance, updating and distribution of the Center's Policy and Procedure Manual.

Provides technical Help Desk support to User Agency personnel as needed and assists System Administrators, vendor customer service personnel and others with issue documentation, trouble shooting, testing and resolution.

Administers the Center's purchasing system, prepares purchase orders, processes invoices, prepares claim forms and obtains approval; insures timely payment of incurred expenses and maintains accurate accounting records.

Classifies budget accounting documents for proper distribution of expenditures into budget categories or accounts affected. Maintains master appropriation charges, posts deposits, collections, reports, and journal vouchers and balances to various control accounts.

Provides guidance, training and support to lower level and less experienced Administrative Assistants.

Qualifications:

Considerable Knowledge of:

- the operation of personal computers, word processing and other application software.
- modern office procedures, methods, practices and equipment including telephone, calculator, FAX machine, and photocopy machine.
- business English, vocabulary, grammar, sentence structure, composition, punctuation, spelling and formats for business correspondence and reports.

Some Knowledge of:

- accounting terminology, principles and procedures, payroll and budget preparation, purchasing administration and personnel functions and related records.
- current, policies, procedures, organization and operations of the Center.
- typical application software systems used by public safety and/or law enforcement agencies to manage records and service calls.

SENIOR ADMINISTRATIVE ASSISTANT

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Skill and Ability to:

- maintain confidential and privileged information.
- understand, interpret, apply and explain Center policy and procedure.
- effectively organize and establish priorities and schedule work to accomplish assignments under pressure of deadlines.
- establish effective working relationships with other employees, the public and User Agency representatives.
- perform complex, automated and varied clerical, accounting and record keeping duties.
- keep their Manager informed relative to the routine and administrative business matters and affairs of the Division and/or Unit.
- interpret rules, regulations, policies and procedures to others.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school supplemented by formal business office administration, word processing, personal computer or general office training **plus** three (3) years of responsible, journey level business office experience. Specific experience or college level course work in bookkeeping or accounting is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid drivers license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).

Special Requirement:

Ability to type at a corrected rate of forty (40) words per minute.