

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPERVISOR OF ADMINISTRATIVE SUPPORT SERVICES **GRADE:** 15

TITLE ABBREVIATION: SUPV ADM SUP SEV **TITLE NO.:** 6735

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** AS **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:**

SUPERVISOR'S TITLE: ADMINISTRATIVE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the supervision and management of day-to-day operations of the Administrative Support Services Unit within the Department of Social Services. Duties include coordination and management of the document preservation process, file room, mail room, courier routes, reproduction services and building services including budgetary oversight of department purchases. Direct supervision is exercised over staff assigned to the unit. Work is performed under the general supervision of the Administrative Officer and carried out in accordance with established policy and procedures. Incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises staff and manages file room operations including maintenance of centralized filing systems and activities related to the document preservation process including but not limited to data entry, scanning and microfiche;

Supervises the detection, notification, and correction of case errors such as failure to process, lost cases, duplicate client identification numbers, and resolves data issues between the case record and data files; Maintains records of returned benefit cards via computerized program;

Supervises staff and manages mail room operations, courier routes, reproduction services and building services; coordinates requests from other county departments for courier services, mail services, or reproduction services; resolves delivery issues and ensures routes are appropriately staffed;

Coordinates and manages all aspects of building renovations including but not limited to planning projects, serving as department liaison with contractors, assisting with bid and contract preparation, scheduling work, ensuring work is completed prior to payment and projects are completed within scheduled timeframe;

Manages all components of office site relocations and acts as key point of contact for the department; collaborates with contractors, vendors, and county staff inside and outside of the department; resolves issues pertaining to space configuration, equipment needs, and safety concerns;

Functions as Purchasing Agent for the department and orders all supplies and equipment; anticipates needs of the department and ensures purchasing remains within budgetary constraints;

Maintains budgetary oversight of all department purchases and institutes transfer of funds when necessary; acts as a liaison with purchasing, budget, and finance staff outside of the department;

Maintains various machines throughout agency, including satellite offices, supervises repairs and oversees service contracts;

Manages inventory of office furniture and coordinates telephone installations and repairs;

Monitors and schedules maintenance and repairs for all environmental systems within the physical plants of the agency;

Serves as Records Management Officer and establishes retention policies in accordance with state and federal regulations;

Monitors building for potential safety hazards.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of processes and functions providing administrative support services; good knowledge of office management practices, procedures and equipment; good knowledge of building trades; working knowledge of physical plant environmental systems; skill in computer operation of standard office software and database systems, word processing, spreadsheet, email, and calendar; ability to justify to needs for purchases; ability to plan and supervise the work of others; ability to present written and oral comments and opinions clearly and concisely; ability to establish and maintain good working relationships with outside vendors and contractors; tact, courtesy, good judgment, thoroughness and dependability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- a) Bachelor's degree and two (2) years of experience involving administrative support services including but not limited to, purchasing, contract monitoring, maintenance of a large filing system, mail room operation or building maintenance, one year of which must have been in supervisory capacity; OR
- b) Associate's degree or completion of sixty (60) credits and four (4) years of experience as defined in (A) above; OR
- c) Graduation from high school or the possession of a high school equivalency diploma and six (6) years of experience as defined in (A) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.