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| <b>DATE</b>     | August 2020 |
| <b>JOB CODE</b> |             |
| <b>FLSA</b>     | EXEMPT      |
| <b>EEO</b>      |             |

JOB TITLE: Support Services Supervisor  
 DEPARTMENT/DIVISION: Various  
 REPORTS TO: Varies

**SUMMARY:** Responsible for supervising administrative support staff and section/area performance. Duties include: hiring, evaluating, training, and coaching staff; running and analyzing performance reports to ensure quality, and taking appropriate corrective action as needed; dealing with escalated situations; researching solutions and answering overflow calls; coordinating special projects or department programs; generating specialized reports and providing analysis to management; and, maintaining employee access to department systems. Work requires limited supervision.

**ESSENTIAL JOB FUNCTIONS:**

- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Supervises the day-to-day operations of assigned administrative support area, which includes planning, developing, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards and ensuring compliance with applicable Federal, State, and Local laws, regulations, codes, and/or standards.
- Provides complex, specialized administrative support in processing timesheets, preparing personnel change forms, maintaining lists, preparing meeting agendas and minutes, maintaining departmental records, preparing and publishing legally required notices, setting up and maintaining databases, maintaining the law library, and/or other related documents.
- Supervises and participates in the preparation, processing, receipt, sorting, and distribution of a variety of reports, lists, correspondence, financial data, packets, payments, credit card billings, payroll information, receipts, purchase orders, requisitions, invoices, book plates, check requests, library materials, deliveries, and/or other related information.
- Supervises and participates in the creation of a variety of written business documents, which may include: memorandums, applications, brochures, letters, agreements, contracts, flyers, newsletters, greeting cards, banner stickers, and/or other related items.
- Coordinates assigned specialized programs in assigned area of responsibility.
- Coordinates and ensures the maintenance and upgrading of applicable technological systems, software, and/or databases in assigned area of responsibility.
- Supervises and participates in performing complex administrative support activities, which includes: preparing and proofing reports, forms, and correspondence; updating

internal manuals; monitoring the accuracy and implementation of applicable website and related updates; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties.

- Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.
- Supervises and participates in responding to complex requests for information and assistance; provides information regarding applicable rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.
- Supervises and participates in the maintenance of appropriate inventory levels within assigned area of responsibility. Requisitions supplies to ensure availability in support of efficient departmental operations.
- Coordinates and monitors the development, implementation, and monitoring of the budget in assigned area of responsibility. Maintains account balances and processes related financial paperwork.
- Knowledge of Water Conservation program and GIS/GPS program.
- Performs other duties as assigned.

## **POSITION SPECIFIC JOB FUNCTIONS:**

### **Municipal Court**

- Supervises and participates in administrative support activities for the Municipal Court, which includes: preparing financial reports; serving as a court liaison with internal IT department and external software vendor; supervising collecting activities; supervising the processing of jail paperwork; serving as a liaison between Court Clerks and the Judge; supervising vault security; and, performing other related activities.

### **Police**

- Supervises and participates in administrative support activities for the Police Department, which includes: monitoring the performance of the public safety network system; maintaining user accounts for building access; checking vehicle registration information for auction of vehicles; and, performing other related activities.

### **Public Works**

- Supervises and participates in administrative support activities for the Public Works Department, which includes: supervising, organizing, and coordinating administrative activities associated with the cross connection program; overseeing the inventory of all parts, supplies, and PPE; direction on GPS protocol and downloading into the GIS system; supervise the Water Conservation program; participating in the preparation of the consumer confidence report; tabulating customer survey cards; preparing weekly budget reports; facilitating and coordinating the timely submission of agenda items for Council meetings; updating contracts and Interlocal Agreements; updating the department web page; participating in the coordination of the bacteriological sampling program; and, performing other related activities.

### **Resolution Center**

- Supervises and participates in administrative support activities for the Resolution Center, which includes: preparing training materials for subordinate staff; maintaining web page; researching escalated calls; participating in answering center calls during peak periods; and, performing other related activities.

### **Utility Customer Service & Miscellaneous Revenue Collection**

- Supervises and participates in administrative support activities for the USC/MRC Division, which includes: overseeing the collection of meter read data to ensure the validity and accuracy of utility billing to residential, commercial, and industrial water utility customers; coordinating staff cross training; administering and support the hand-held meter reading application; processing and overseeing the collection of ambulance billings; supervises and participates in delinquent account collection activities; analyzes rate information in support of rate changes or restructuring; and, performing other related activities.

### **SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervisory responsibility over administrative support staff.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of supervisory principles;
- Knowledge of modern office procedures and equipment;
- Knowledge of mathematical concepts;
- Knowledge of the English language, grammar, and punctuation;
- Knowledge of administrative support principles and practices in area of assignment;
- Knowledge of report preparation techniques;
- Knowledge of inventory maintenance principles;
- Knowledge of project management principles;
- Skilled in monitoring and evaluating employees;
- Skilled in prioritizing and assigning work;
- Skilled in maintaining various confidential records;
- Skilled in managing projects;
- Skilled in tracking budgets;
- Skilled in applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Skilled in preparing and proofreading a variety of reports and/or documentation;
- Skilled in exercising judgment and discretion;
- Skilled in keyboarding;
- Skilled in using proper English, grammar, punctuation, and spelling;
- Skilled in compiling data and information;
- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations;

- Skilled in maintaining inventory and supplies;
- Skilled in prioritizing work and performing multiple tasks;
- Skilled in maintaining records and files;
- Skilled in preparing meeting agendas and minutes;
- Skilled in preparing reports;
- Skilled in researching and compiling data;
- Skilled in maintaining sensitive and confidential information;
- Skilled in providing customer service;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Three years increasingly responsible experience in area of expertise such as a call center, courts, billing, administration, or related area.

**PREFERENCES:**

- Two to three years of supervisory experience.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.