Job Classification Specification

Office/Administrative Services Supervisor

Position Summary

Position oversees and coordinates the daily operation of support services for an office/unit, function, program, and/or department. Supervises one or more administrative support staff.

Develops competence by performing structured work assignments. Identifies a problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions. Receives instruction, guidance and direction from others.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Responsible for overseeing day-to-day administrative support operations of assigned area(s).

Establishes and oversees administrative procedures and standards for a variety of administration operations, which may include reception services, documents/records intake and filing, internal/external customer services, grant and contract preparation.

Provides administrative support to office/unit staff such as drafting correspondences, creating and maintaining databases and/or filing systems, making travel arrangement, planning and scheduling meetings, conferences and events, etc.

Identifies and negotiates contracts for office services. Oversees events logistics planning and execution.

Interprets and maintains administrative policies and procedures. Serves as liaison (with other units and/or the general public) for requests, policy/procedural questions, and/or problem resolution.

Oversees office supplies and inventories. Acts as the liaison and contact for internal facilities maintenance and issues.

Evaluates administrative processes and makes recommendations to improve workflow and efficiency.

May prepare and maintain operations budget.
Supervises and delegates work to support staff.

**Operational Role**

Puts into effect what is required by defined job duties and clear objectives following established procedures and protocols; can alter the order in which work is performed but usually not the expected end result which can be improved, but not qualitatively changed.

**Scope of Measurable Impact**

Actions tend to facilitate work outcomes that meet general reporting requirements, internal checks and balances, regulatory guidelines, or similar results that promote the welfare of students, faculty and staff and safeguard the institution by providing necessary inputs to others in the form of information or finished materials.

**Independence and Decision-Making**

General supervision; progress/outcomes are frequently observed/reviewed; work is largely scripted by established procedures and guidelines.

**Complexity and Problem Solving**

Problems tend to be of limited scope and complexity, generally quickly and relatively easily resolved.

**Supervision**

Has the authority to hire, transfer, promote, discharge, suspend, assign work, reward, discipline, and direct the work of both full-time and part-time University employees.

**Required Qualifications**

BA/BS or a combination of related education and work experience to equal four years; applies knowledge and skill to a recurring task or activity with emphasis typically on precision and timeliness of execution.

Effective 11/02/15