CLASS TITLE: ADMINISTRATIVE SUPERVISOR

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as an office administrator, coordinating and overseeing staff providing office support services in a City department, and performs related duties as required.

ESSENTIAL DUTIES

- Supervises staff performing clerical and administrative support functions including timekeeping and payroll preparation, personnel, purchasing, accounts maintenance, and records management.
- Oversees office staff engaged in maintaining centralized files, processing documents and records, updating computerized records, maintaining databases and performing word processing or data entry operations.
- Works with managers to establish and implement work processes and procedures to ensure the efficiency of office work flow and operations.
- Assists managers in compiling and organizing information for the preparation of personnel and operating budgets and related operational reports.
- Schedules reception area coverage and assigns staff to meet departmental support needs including answering phones, photocopying, filing and other office clerical activities.
- Approves and processes requisitions for office supplies and equipment.
- Monitors the processing of invoices for payment to vendors and the maintenance of account and expenditure records.
- Supervises staff performing clerical and administrative duties for various programs, including checking data and processing forms/applications, providing information to clients, and updating manual and computerized records.
- Initiates requests for the maintenance and repairs of office equipment and facility maintenance and repairs; coordinates movement of office furniture and equipment within department.
- Establishes work standards and oversees staff training on work and program operations.
- Conducts performance evaluations and initiates disciplinary actions as required.
- Prepares various reports on work or program operations for use by management.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Four years of clerical and administrative work experience, of which one year is in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None.
WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- Some positions routinely require lifting, carrying, and transporting documents weighing up to 30 pounds

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:
- administrative and clerical methods, practices, and procedures
- office and business management methods, practices, and procedures
- report preparation methods, practices, and procedures
- English language spelling, punctuation, and grammar

Some knowledge of:
- supervisory methods, practices, and procedures
- customer service methods, practices, and procedures
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- INSTRUCTING - Teach others how to do something
- JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
• COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
• WRITE - Communicate information and ideas in writing so others will understand
• RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
• REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements
• INITIATIVE - Demonstrate willingness to take on job challenges
• LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
• ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.