

CLASS SPECIFICATION FOR
Support Services Supervisor

GENERAL STATEMENT OF DUTIES: Plans, organizes, and directs the staff and activities of the Support Services section of the Department of General Services, does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This single-position class is responsible for the efficient operation of the mail room, the copy center, and the print shop. As a working supervisor, the incumbent is familiar with the work procedures of all sections supervised and fills in for absent employees as needed. The incumbent is also responsible for ensuring that all relevant records needed in support of the County's or the department's legal, operational, and historical requirements are maintained in compliance with federal, State, and local regulations. Receives general supervision from the Purchasing Manager.

EXAMPLES OF WORK (illustrative only):

- Ensures that mail is delivered from the main post office, sorted, and delivered to all County agencies and work sites on schedule;
- Selects, trains, supervises, and evaluates employees assigned to office services and records management programs;
- Oversees proper billing of agencies for services performed;
- Oversees a contract to a local records—storage facility for safely storing County records;
- Arranges for periodic maintenance and emergency repair of equipment and vehicles;
- Evaluates procedures and policies and makes recommendations for changes to improve efficiency and services offered;
- Sets up policies for maintenance, storage, retrieval, and disposition of department or County records;
- Maintains and updates systems manuals and schedules;
- Determines record retention and disposal schedules in compliance with federal, State, and County legal requirements;
- Arranges for adequate funds for all postage meters and post office self-reducing accounts;
- Meets with staff requesting printing or photocopying to discuss layout, format, and materials needed;
- Arranges for distribution and delivery of printed materials;
- Orders supplies and processes receipts;
- Assesses needs and evaluates and recommends the purchase of new equipment;
- Works with County agencies to develop special mail-processing capabilities to meet their needs;
- Assists County agencies in the development of forms and mailing that are compatible with current equipment;
- Prepares written and statistical reports, including recommendations for solution of problems of an administrative nature;
- Completes special projects as directed;
- Collects and provides statistical data for records and reports, as mandated and requested;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of US Postal Service regulations and requirements; knowledge of layout design, printing/photocopying equipment operation and basic equipment maintenance operations; ability to evaluate new office services procedures and equipment and to make recommendations based on findings; knowledge of records management and modern office methods, procedures, and practices; good knowledge of records systems; knowledge of layout design, printing/photocopying equipment operation and basic equipment maintenance operations; ability to tailor mail processing to meet the special needs of County agencies; ability to effectively supervise; ability to communicate well orally and in writing; ability to work closely and effectively with County agencies to ensure prompt and efficient services; ability to maintain accurate records; proven skills in the use and applicability of automated systems.

MINIMUM EDUCATION AND EXPERIENCE: Possession of a high school diploma with two (2) years of experience in multiple facility management and/or public or business administration preferably including one (1) year of supervisory experience; **OR**, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.