

# COMPTROLLER'S OFFICE ADMINISTRATIVE SUPPORT SERVICES SUPERVISOR

## CLASS DESCRIPTION

### General Responsibilities:

This is responsible professional administrative and supervisory work in the Office of the Comptroller. The position provides professional staff support for the entire department, oversees and/or performs a full range of centralized administrative functions, supervises and administers several City-wide clerical service programs (the Administrative Support Team, including claim intake and administration in the City's risk management activities, and Document Services), and performs and/or coordinates a variety of special projects and activities with City-wide impact. Work involves such responsibilities as the development and administration of the department's budget, the supervision of staff, program administration, and participation as a member of the Comptroller's Management Team. The work is characterized by the regular exercise of independent judgment and is performed under the general supervision of the Comptroller.

### Examples of Duties and Responsibilities:

Perform professional, administrative and supervisory work in support of the department's functions and operations. Oversee and/or perform a full range of centralized administrative functions (e.g., process and manage claims against the City and implement risk management processes, purchase materials, supplies, services and fixed assets; develop and maintain central filing systems, policies and procedures manual, personnel records and Affirmative Action Plan; hire and allocate hourly staff; process payroll and personnel documents; coordinate telephone system maintenance, changes and replacement; oversee reception and clerical support functions, including secretarial services for the Comptroller; coordinate department-wide projects such as office renovations).

Function as a member of the Comptroller's management team. Prepare department budget, monitor expenses and implement corrective action. Provide expertise in the areas of administrative and clerical support functions, personnel processing, affirmative action, departmental policies and procedures and other related areas. Represent the Comptroller at various meetings. Participate in programmatic and administrative planning activities.

Prepare the department's annual budget. Collect information, as necessary, from other staff members and incorporate into budget request. Monitor accounts, approve expenditures, inform the Comptroller of potential overruns or other budgetary problems, and recommend corrective actions.

Hire, train, assign and supervise staff assigned to the Administrative Support Team, Document Services, and general receptionist and clerical staff. Coordinate work assignments, evaluate progress, periodically check work for accuracy and take corrective action when necessary. Handle employee grievances and work with supervisors in other agencies to resolve conflicts, as necessary.

Oversee the City's Administrative Support Team function. Coordinate work assignments between various agencies, determine priorities and assign staff. Coordinate the temporary assignment of accommodated workers and provide necessary liaison. Deal with problem situations which may arise. Ensure that appropriate amounts are budgeted for this activity and determine when agencies should be billed for services. Develop necessary policies and procedures and communicate them to agency users.

Oversee the City's centralized Document Services Unit. Develop policies and procedures and communicate to users. Coordinate schedules so work is completed on a timely basis. Work with agencies to determine word processing needs and types of services required. Upgrade hardware and software when needed.

Oversee the department's receptionist function and the provision of secretarial services to the Comptroller. Maintain and update a training manual for receptionist and other related functions.

Administer all activities relating to garnishments and State and Federal tax levies. Determine repayment schedules in accordance with State and Federal regulations. Prepare all related correspondence (Clerk of Courts, defendants, attorneys, the IRS, etc.). Communicate with affected parties and their attorneys.

Prepare the City's semi-annual Official Statement used in the sale of general obligation bonds. Ensure that all materials are updated and presented in proper format. Determine necessary timeframes for preparation, send memo to other agencies to obtain necessary data, make assignments to other staff members, and coordinate the efforts necessary to produce a final product. Review materials submitted and drafts for consistency of information, accuracy of figures and appropriateness of format. Coordinate the printing and distribution of the final document.

Review requests for fiscal notes, absence from City approvals, transfer of funds requests, incoming contracts and "Requests to Fill Vacancies." Distribute to staff for review and/or approve requests as appropriate. Develop procedures to ensure proper and timely processing of all requests and maintenance of records and logs.

Calculate fees and prepare Industrial Revenue Bond and housing bond receipts for the City Attorney.

Prepare and process materials (Certification Hiring Request, Position Description) to fill vacancies. Coordinate the process and communicate with Human Resources Department and Department of Civil Rights staff relative to announcements, recruitment procedures and testing processes.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of administrative, risk management and office management principles, procedures and techniques. Knowledge of business management and public administration principles and practices relating to budgeting, purchasing, personnel, public financing, affirmative action, etc. Ability to hire, train, assign and supervise clerical and other support employees. Ability to develop, administer and monitor administrative policies and procedures. Ability to develop and monitor departmental budgets. Ability to analyze problems and recommend effective solutions. Ability to prepare and present clear and concise reports. Ability to coordinate a variety of diverse activities. Ability to evaluate centralized administrative support services and recommend and implement changes. Ability to communicate effectively, both orally and in writing. Ability to counsel employees and effectively intervene in conflict situations. Ability to make accurate calculations, assess the accuracy of figures provided by others, and perform necessary payroll, personnel and billing functions. Ability to establish and maintain effective working relationships with staff, other City agencies, outside agencies and the general public. Ability to maintain adequate attendance.

### Training and Experience:

Two years of responsible office management, professional staff support, and/or program administration experience including at least one year of direct supervisory responsibilities. Such experience would normally be gained after graduation from a college or university with a degree in business or public administration or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
All Agencies	18	06

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

Date