

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

DEPARTMENTAL SUPERVISOR

JOB DESCRIPTION

Employees in this job perform technician assignments and supervise subordinate staff involved in administrative support work or supervise technician positions. The employee, under general or administrative supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action. The work requires knowledge of the policies, procedures, and regulations of departmental programs, and supervisory techniques, personnel policies, and procedures. Employees in this job who supervise administrative support positions only must also be performing technician assignments.

There are five classifications in this job.

Position Code Title - Departmental Supervisor-1

Departmental Supervisor 10

The employee serves as a first-line supervisor of administrative support positions in a standard work area while performing technician assignments.

Position Code Title - Departmental Supervisor-2

Departmental Supervisor 11

The employee serves as a first-line supervisor of technician positions in a standard work area, a second-line supervisor of administrative support positions in a standard work area while performing technician assignments, or a first-line supervisor of administrative support positions in a complex work area while performing technician assignments.

Position Code Title - Departmental Supervisor-3

Departmental Supervisor 12

The employee serves as a first-line supervisor of technician positions in a complex work area, a second-line supervisor of technician positions in a standard work area, a third-line supervisor of administrative support positions in a standard work area while performing technician assignments, or a second-line supervisor of administrative support positions in a complex work area while performing technician assignments.

Position Code Title - Departmental Supervisor-4

Departmental Supervisor 13

The employee serves as a second-line supervisor of technician positions in a complex work area, a third-line supervisor of technician positions in a standard work area, a third-line supervisor of administrative support positions in a complex work area while performing technician assignments, or a fourth-line supervisor of administrative support positions in a standard work area while performing technician assignments.

Position Code Title - Departmental Supervisor-5

Departmental Supervisor 14

The employee serves as a third-line supervisor of technician positions in a complex work area, or a fourth-line supervisor of technician positions in a standard work area.

NOTE: Positions may be classified at the 11, 12, 13 and 14 levels using the complex work area concept based on standards developed by agencies and approved by Civil Service. The complex standards must describe the elements (i.e., administrative complexity, variety of activities, impact of work, size and composition of staff, organizational placement, etc.) which distinguish standard and complex work areas. These standards may be position-specific, department-specific, or may be applicable to a specific entity in a department. Civil Service may develop universal complex standards in the absence of other criteria. Absent allocating standards, first, second, and third-line supervisory positions will be allocated at levels under the standard work area concept.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Directs the review and evaluation of such documents as: insurance policies, teachers' certificates, contracts, bonds, deeds, leases, permits, etc., to determine that prescribed requirements or qualifications are met. Makes certification as to the eligibility of persons or the acceptance of documents.

Maintains records, prepares reports, and composes correspondence relative to the work.

Directs office services activities such as record management, equipment inventory, mail supply and salvage, procurement, and property and space utilization.

Directs the receipt and distribution of supplies and equipment and the maintenance of inventories and controls on supplies.

Supervises the revision of rules and regulations.

Conducts special studies and surveys in areas such as feasibility of offering new services, cost analyses, centralization, and decentralization.

Conducts formal and informal seminars to keep agencies informed of services available, and how to procure services.

Conducts research on practices in similar areas in the agencies or jurisdictions.

Establishes standard reporting forms and procedures and supervises the preparation of manuals and other publications.

Prepares statistical and other information for the agency, legislature, and other governmental agencies.

Answers inquiries regarding functions, rules, regulations, and policies of the work area.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge in the areas listed is required at the 10 level and thorough knowledge is required at the 11-14 levels.

Knowledge of the rules, regulations, policies, procedures, and terminology used in the work.

Knowledge of the techniques of using reference materials and organizing data for preparing and using reports.

Knowledge of techniques used in interviewing and obtaining information.

Knowledge of office supervision, including organization, work flow, forms, supplies, equipment, and procedures related to filing, recordkeeping, correspondence, mail, procurement, supply inventory, and duplicating.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment opportunity policies and procedures.

Knowledge of labor relations.

Ability to interpret, explain, and apply complex laws, rules, and regulations.

Ability to analyze and critically assess data and operations in terms of management controls, systems and procedures, and to make recommendations for change.

Ability to conduct training and information sessions.

Ability to maintain records, prepare reports, and compose correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

None

Physical Requirements

None

Education

Education typically acquired through completion of high school.

Experience

Departmental Supervisor 10

One year of experience equivalent to an experienced-level technician, paraprofessional, professional, Office Supervisor 9 and 10, Secretary Supervisor 10, Emergency Dispatch Supervisor 10, or Human Resources Customer Service Supervisor 10.

Departmental Supervisor 11

One year of experience equivalent to a Departmental Supervisor 10, Office Supervisor 11, or Secretary Supervisor 11; or two years equivalent to an experienced-level technician, paraprofessional, professional, Office Supervisor 9 and 10, Secretary Supervisor 10, Emergency Dispatch Supervisor 10, or Human Resources Customer Service Supervisor 10.

Departmental Supervisor 12

One year of experience equivalent to a Departmental Supervisor 11 or experienced-level professional; or two years equivalent to a Departmental Supervisor 10, Office Supervisor 11 and 12, Secretary Supervisor 11, experienced-level technician or paraprofessional; or three years equivalent to an Office Supervisor 10, Secretary Supervisor 10, Emergency Dispatch Supervisor 10, or Human Resources Customer Service Supervisor 10.

Departmental Supervisor 13

One year of experience equivalent to a Departmental Supervisor 12, advanced-level technician, paraprofessional, or professional; or two years equivalent to a Departmental Supervisor 11, experienced level technician, paraprofessional, or professional; or three years equivalent to a Departmental Supervisor 10; or four years equivalent to an Office Supervisor 11 and 12.

Departmental Supervisor 14

One year of experience equivalent to a Departmental Supervisor 13; or two years equivalent to a Departmental Supervisor 12, advanced-level technician, paraprofessional, or professional; or three years equivalent to a Departmental Supervisor 11, experienced-level technician, paraprofessional, or professional.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

DEPTLSPV

Job Code Description

DEPARTMENTAL SUPERVISOR

Position Title

Departmental Supervisor-1

Departmental Supervisor-2

Departmental Supervisor-3

Departmental Supervisor-4

Departmental Supervisor-5

Position Code

DEPTSPV1

DEPTSPV2

DEPTSPV3

DEPTSPV4

DEPTSPV5

Pay Schedule

NERE-178

NERE-179

NERE-180

NERE-182

NERE-186

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