

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

OFFICE SUPERVISOR

JOB DESCRIPTION

Employees in this job supervise a variety of administrative support tasks for a work area, such as processing of documents, purchasing activities, filing, production, typing, bookkeeping, communication and public relations practices, data coding, data processing, medical claims processing, processing payroll/personnel transactions, and the processing of driver and vehicle records. The employee works within general methods and guidelines, and exercises discretion in supervising the work of subordinate employees.

There are four classifications in this job.

Position Code Title - Office Supervisor-1

Office Supervisor 9

The employee serves as a first-line supervisor with responsibility for directing administrative support employees in a standard work area.

Position Code Title - Office Supervisor-2

Office Supervisor 10

The employee serves as a first-line supervisor with responsibility for directing administrative support employees in a complex work area.

Position Code Title - Office Supervisor-3

Office Supervisor 11

The employee serves as a second-line supervisor with responsibility for directing administrative support employees in a standard work area through first-line supervisors.

Position Code Title - Office Supervisor-4

Office Supervisor 12

The employee serves as a second-line supervisor with responsibility for directing administrative support employees in a complex work area through first-line supervisors.

Positions may only be classified at the 10 and 12 levels based on allocating standards developed by an agency and approved by Civil Service. The standards must describe the elements that distinguish standard and complex work areas (administrative complexity, variety of activities, impact of work, size and composition of staff, organizational placement, etc.). They may be position-specific, department-specific, or applicable to an organizational entity in an agency. Civil Service may develop universal standards in the absence of other criteria. Absent allocating standards, first- and second-line supervisory positions will be allocated at the 9 and 11 levels, respectively.

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.

Monitors and signs authorized forms for issuance of checks and warrants.

Oversees communications and public relations practices, and directs the dissemination of requested information and/or materials to requesters from both federal, state, county, and city agencies and the general public.

Ensures proper labor relations and conditions of employment are maintained.

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

Reviews and interprets goals and objectives of the work area in order to resolve problems, make recommendations for changes in instructions and/or guidelines, and assures the adequacy of work products.

Maintains financial bookkeeping practices for state and/or county authorities.

Keeps records of account to accurately meet the auditing needs of management and/or auditors.

Oversees and directs the input, update, and retrieval of data in the Human Resources Management Network (HRMN).

Retrieves, deletes, updates, and corrects data on computer files.

Overviews and directs proper and sequenced data coding tasks when entering, retrieving, or updating data converted into computer input form.

Monitors the processing of claims such as employees' insurance coverage and benefits, workers' disability compensation cases and unemployment compensation cases.

Performs quality control checks of computer output for completeness, accuracy, and conformance with established standards before distribution to users.

Confers with computer operator, supervisor, programmers, analysts, and managers to resolve technical problems.

Reads flow charts in order to identify and list specific tapes or disc-pak for the execution of programs, or to spot error conditions or trouble-shoot aborted runs and take corrective action.

Overviews and directs the screening of claims of possible fraud and if warranted, determines further course of action.

Reviews and authorizes either approval or rejection of complex claims and resolves intricate processing problems.

Explains Civil Service and/or agency personnel rules, regulations, and procedures to employees, management, and the public.

Oversees driver records and/or vehicle records processing practices, as performed by subordinate employees, such as the processing of a large volume and variety of pertinent and significant documents; receiving, research, and responding to oral and written inquiries; reviewing of atypical applications for drivers' licenses and determining the proper actions; and the proofing, correcting, and coding of pertinent data to be computerized.

Maintains a production schedule relative to the transferring of raw data to computer input form.

Monitors and checks out word-processing equipment to assure that the installation is operating at maximum efficiency. Contacts vendors and service workers to make necessary repairs when required.

Edits documents using software capabilities.

Reviews requests for service, determines feasibility of requests according to resource capabilities of the work area; then, proceeds to either execute the request or suggest other means to secure the requested service.

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 is required at the 9 and 10 levels and thorough knowledge is required at the 11 and 12 levels.

Knowledge of the organization and operations of the work area.

Knowledge of the instructions, guidelines, practices, procedures, and terminology of the work area.

Knowledge of the application of instructions and guidelines to specific problems.

Knowledge of supervisory techniques.

Knowledge of correct English usage, spelling, and punctuation.

Knowledge of personnel needs to meet staffing and training requirements.

Knowledge of general record keeping and filing systems.

Knowledge of bookkeeping terminology and practices.

Knowledge of budgetary records and controls.

Knowledge of communications and public relations techniques.

Knowledge of various communications devices, equipment, and location(s) of local base stations for mobile car units or aircraft.

Knowledge of data coding techniques and practices, data coding machine keyboard devices and equipment such as personal computers, keypunches, key-to-tape, key-to-disc machines, or video data terminals.

Knowledge of data processing terminology and practices, computer symbols, formats, and flow charts.

Knowledge of how computers operate and of pertinent data processing systems servicing the work area.

Knowledge of practices and procedures of health services providers such as hospitals, clinics, laboratories, pharmacies, and doctors' offices.

Knowledge of personnel transactions and records.

Knowledge of Civil Service rules, regulations, forms, and procedures.

Knowledge of word processing formats for manuals, brochures, speeches, letters, reports, charts, tabular material, and spreadsheets, etc.

Ability to instruct, direct, and evaluate employees, and to resolve work-related problems.  
Ability to make decisions and take necessary actions.  
Ability to reconcile and/or balance financial documents and accounts.  
Ability to answer questions and determine appropriate course of action about incoming messages or calls.  
Ability to operate data coding machines and/or equipment.  
Ability to read and interpret computer symbols, formats, and flow charts.  
Ability to apply Civil Service and/or agency personnel rules, regulations, procedures, and practices to specific work situations.  
Ability to read and understand driving records and/or vehicle records.  
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

There may be stressful conditions such as size of workload and/or specific deadlines inherent in certain positions.

### Physical Requirements

*None*

### Education

Education typically acquired through completion of high school.

### Experience

#### Office Supervisor 9 - 10

Four years of office experience involving administrative support office practices, including two years equivalent to an E7-level administrative support worker.

#### Office Supervisor 11 - 12

Seven years of office experience involving administrative support office practices, including three years equivalent to a first-line administrative support supervisor.

### Special Requirements, Licenses, and Certifications

Certain positions may be assigned subclass codes and individuals appointed must possess the required specialized experience.

**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

OFFICESPV

#### Job Code Description

OFFICE SUPERVISOR

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Office Supervisor-1	OFFCSPV1	NERE-010
Office Supervisor-3	OFFCSPV3	NERE-015
Office Supervisor-4	OFFCSPV4	NERE-016
Office Supervisor-2	OFFCSPV2	NERE-258

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