

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

SOCIAL SERVICES ADMINISTRATIVE SUPERVISOR

JOB DESCRIPTION

Employees in this job perform technician assignments while serving as paraprofessional, office administrative supervisors, directing the work of clerical, technician, or aide-equivalent staff assigned to a Department of Health and Human Services (DHHS) county or district office. The employee and subordinate staff perform local office fiscal management functions, and a variety of other office management activities such as; facilities management, procurement, records management, and local office technological operations and equipment. The work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations, and laws of this field.

There are two classifications in this job.

Position Code Title - Social Services Admin Spv-1

Social Services Administrative Supervisor 11

At this level, an employee serves as a first-line supervisor directing the work of clerical, technician, or aide-equivalent employees.

Position Code Title - Social Services Admin Spv-2

Social Services Administrative Supervisor 12

At this level, an employee serves as a second-line supervisor directing the work of clerical, technician, or aide-equivalent employees through subordinate supervisors.

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.

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 assure the adequacy of work products.

Oversees fiscal operations such as issuance of funds, reconciliation of expenditures and authorization of payments.

May assist county or district director in the development of budget requests for presentation to the county board.

Initiate and facilitate completion of bargaining unit contractual requirements and personnel actions.

Conducts and directs the review and evaluation of time and attendance reports, staffing allocations, financial coding reports, equipment allocation reports, and operational reports that are necessary to effectively manage the office.

Monitor travel, equipment, and contractual services, supplies, and materials (CSS&M) needs.

Arranges for and oversees security needs of customers, staff and the facility.

Manage lobby conditions, equipment operation and safety.

Arranges for and oversees the telecommunication system for the facility.

Coordinates and monitors vendor services such as snow removal, cleaning, lawn maintenance, rubbish removal, and ground's maintenance.

Represent county or district facility needs, arrange for needed repairs and services, advocate for building improvements.

Evaluates space needs, make recommendations, negotiate and advocate for design, space and equipment needs for county or district office.

Plans and coordinates moving activities when the office moves to the new facility.

Develops and regulates internal controls; evaluates, recommends, implements corrective actions to address audit exceptions.

Oversees office automation equipment and needs.

Serve as local office security administrator.

Serve as member of management team.

Directs office support service activities such as record storage and maintenance, equipment inventory, mail services, stores and purchases, salvage, and the office motor vehicles.

Monitors ongoing activities in order to anticipate and assess potential or emerging problem areas for office management and develops appropriate responses.

Develops, implements and revises policies and procedures to support and maintain the effectiveness and efficiency of the office management functions.

Manages procurement need and supervises the receipt and distribution of supplies and equipment, the maintenance of inventories, and the control of purchases and supplies.

Prepares and/or edits reports for the county or district director.

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

Knowledge of rules, regulations, policies, procedures, precedents, and terminology used in the work.
Knowledge of fiscal operations management and internal control requirements.
Knowledge of the techniques of interviewing and of obtaining information.
Knowledge of office supervision, including organizational analysis, work flow, operation of automated systems, telecommunication security technology, departmental forms, supplies and equipment; and departmental procedures related to filing, record keeping, correspondence, mail, procurement, and stockroom.
Knowledge of Civil Service Commission rules, regulations, and merit system practices.
Knowledge of labor relations.
Knowledge of training and supervisory techniques.
Knowledge of employment policies and practices.
Knowledge of equal employment opportunity policies and procedures.
Ability to interpret, explain, and apply complex laws, rules, and regulations.
Ability to conduct training and information sessions.
Ability to communicate effectively.
Ability to maintain favorable public relations.

Working Conditions

None

Physical Requirements

None

Education

Possession of a high school diploma or a GED Certificate.

Experience

Social Services Administrative Supervisor 11

One year of advanced (11) level, business and administrative, paraprofessional experience; supervisory (11) level, business and administrative, technician experience; experienced (P11) level, business and administrative, professional experience; supervisory (11 or 12) level, administrative support experience; or, Assistance Payments Supervisor 12 experience.

OR

Two years of experienced (E10) level, business and administrative, paraprofessional experience; advanced (10) level, business and administrative, technician experience; or, supervisory (9 or 10) level, administrative support experience.

OR

Four years of experienced (E7) level, administrative support experience gained in a DHHS county or district office.

Social Services Administrative Supervisor 12

One year of advanced or managerial (12) level, business and administrative, professional, or paraprofessional supervisory, experience; supervisory (12) level, business and administrative, technician experience; Family Independence Manager experience; or, Social Services Administrative Supervisor 11 experience.

OR

Two years of advanced (11) level, business and administrative, paraprofessional experience; supervisory (11) level, business and administrative, technician experience; experienced (P11) level, business and administrative, professional experience; supervisory (11 or 12) level, administrative support experience; or, Assistance Payments Supervisor 12 experience.

OR

Four years of experienced (E10) level, business and administrative, paraprofessional experience; advanced (10) level, business and administrative, technician experience; or, supervisory (9 or 10) level, administrative support experience.

OR

Six years of experienced (E7) level, administrative support experience gained in a DHHS county or district office.

Special Requirements, Licenses, and Certifications

Certain jobs may require that only individuals with specific experience qualifications be appointed.

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

<u>Job Code</u>	<u>Job Code Description</u>	
SOCSADSPV	SOCIAL SERVICES ADMINISTRATIVE SUPERVISOR	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Social Services Admin Spv-1	SOCASPV1	NERE-179
Social Services Admin Spv-2	SOCASPV2	NERE-180

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