



### **BECOMING INDEPENDENT JOB DESCRIPTION**

**POSITION:** Administrative Supervisor

**SERVICE:** Support Team Office

**POSITION DESCRIPTION:** Administrative Supervisor within a multi-service, nonprofit agency serving adults with developmental disabilities. Provides project coordination, and administrative and clerical support to management staff.

**SUPERVISES:** Office Assistant / Administrative Coordinator

**SUPERVISED BY:** Service Director

**SALARY:** \$18.00/hr. (\$17.10/hr. training rate) **NONEXEMPT**

### **SUMMARY OF JOB EXPECTATIONS**

**ORGANIZATION:** Ability to independently set priorities, perform job duties in an orderly fashion, and complete job duties with efficiency.

**DEPENDABILITY:** Capable of being relied upon; responsible; trustworthy; punctual.

**JUDGMENT:** By analyzing and comparing information or circumstances, consistently chooses courses of action, which result in beneficial outcomes to agency and services.

**ATTITUDE:** Ability to demonstrate a mental disposition and overall outlook that is positive, open, and supportive of others.

**INTERPERSONAL RELATIONS:** Ability to relate well with others and establish positive working relations; cooperative; "team player".

**COMMUNICATION:** Ability to achieve understanding and exchange of ideas through effective listening and clear timely communications, both verbally and in writing.

**INITIATIVE:** Ability to "self-start" without close supervision; self-reliance, energy and resourcefulness.

**PHILOSOPHICAL COMMITMENT:** Demonstrates through words and actions, an understanding of, and commitment to, the organization's beliefs and goals; advocates on behalf of persons served.

## CRITICAL JOB FUNCTIONS

Possesses the professional skills and abilities specific to the technical aspects of the position.

## PROJECT COORDINATION

- Independently coordinate and implement projects as assigned in the areas of administration which may include, fiscal operations, health & safety, and/or planning/evaluation/management information systems.

## MANAGEMENT

- Responsible for participating in the interview and hiring process for staff.
- Assists in the disciplinary process of supervised staff.
- Participates in staff performance evaluation process.
- Other duties as assigned.

## ADMINISTRATIVE SUPPORT

- Maintains checking account and petty cash account records.
- Oversees Voc Shop processes for all client payroll in service area.
- Oversees billing, attendance, SRJC and SIR processes for service area.
- Oversees ordering and distribution of supplies for facility.
- Coordinates all post hire processes including DMV check, and offer letter, sets up appointments for fingerprints and physical and tracks results.
- Provides general clerical and administrative support to agency/service management staff as required.
- Composes, types, and distributes professional correspondence and memoranda, E-mails and faxes, using individual initiative and as assigned.
- Assists in the maintenance of a highly organized filing systems; files correspondence and other records.
- Conducts research; compiles and types statistical reports.
- Assists in development and implementation of department systems and procedures as needed.

## DEVELOPING AND MAINTAINING EFFECTIVE RELATIONSHIPS

- Develops and maintains effective relationships with management staff, clients, affiliated agency/service staff, and relevant members of the community.
- Demonstrates a high level of professionalism and customer services skills in dealing with internal and external customers, the general public, and with confidential and sensitive issues.
- Performs other duties as assigned by supervisor.

## OFFICE OPERATIONS

- Maintains office machines, equipment, and purchases office supplies and equipment.
- Answers and screens telephone calls in a professional and timely manner; takes accurate messages with a high degree of professionalism and courtesy; arranges conference calls.
- Distributes daily internal/external mail and overnight packages; sends and distributes faxes.
- Meets and greets visitors.
- Orders and maintains supplies and maintains good order of the storage areas.

#### FILING AND ORGANIZING

- Maintains and utilize office electronic and physical filing systems for correspondence, records, reports, and other documents.
- Oversees all filing, file updates and chart maintenance for service area.

#### COMPUTER/OFFICE MACHINE USE

- Maintains and utilize office computer systems, office machines, and equipment.
- Performs data entry and maintenance of agency databases

### QUALIFICATIONS AND REQUIREMENTS

CREDENTIALS/LICENSES: Not applicable

#### EDUCATION:

- High school or business school graduate. College level course work in accounting, human resource management, and/or computer science is desirable.

#### EXPERIENCE:

- 3 years paid clerical experience is desirable; demonstrated ability to work independently.

#### SPECIAL SKILLS:

- Keystrokes a minimum of 50 wpm, ability to use computers for word processing, data base management, desk top publishing, and spread sheets.
- Excellent verbal and written communication skills.
- Acute attention to detail.
- The demonstrated ability to provide staff training, supervision, and planning.
- Ability to work a flexible daily schedule.
- Proficiency on FileMaker Pro is desirable.
- Proficiency on Microsoft Office and Excel is required.

#### OTHER REQUIREMENTS:

- Knowledge of current office practices and procedures including business correspondence, filing, and standard office equipment operation; ability to perform clerical work involving independent judgment, accuracy and speed; ability to follow oral and written directions; ability to establish and maintain cooperative working relationships with others; ability to organize and coordinate a multitude of tasks and graphics assignments.
- Understanding of, and support of, philosophy of normalization.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.

MAY REQUIRE ONE OR ALL: a) Valid California driver's license/Class B license.  
b) Insured dependable vehicle.  
c) A physical condition that will permit frequent bending, turning, and lifting without injury.  
d) First aid and CPR certification.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Sit for prolonged periods
- Accurately complete detailed reports.
- Coordinate multiple tasks simultaneously.
- Utilize visual acuity to operate equipment, read technical information, and/or use a keyboard.
- Utilize hand and finger dexterity.
- Collect, interpret, and/or analyze complex data and information
- Climb or reach to a minimum of 10 feet.
- Crouch or kneel for a minimum of 3 minutes.
- Lift at least 30 pounds
- Carry out duties in temperatures ranging from 30 to 110 degrees Fahrenheit.