

**Lane Council of Governments  
Job Classification**

<b>Job Title:</b>	<b>Administrative Services Supervisor</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Division:</b>	<b>Administrative Services</b>	<b>Range:</b>	<b>20</b>
<b>Reports To:</b>	<b>Human Resources Manager</b>	<b>Last Revised:</b>	<b>August 2000</b>

**General Statement of Duties**

Plans, organizes and supervises support services. Responsible for support services program development and implementation of goals, objectives and service levels. Supervises the work of support staff who provide assistance to multiple divisions of the agency, including the Executive Director.

**Supervision Received**

Work is performed under applicable policies, guidelines and appropriate technical and professional standards. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports, and services provided.

**Supervision Exercised**

Plans, organizes, coordinates, schedules, assigns, and evaluates the work of support staff; provides training as needed.

**Resource Responsibility**

Moderate responsibility for financial and human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

**Essential Job Functions**

Plans, organizes, coordinates, schedules, assigns, and evaluates the work of support staff. Conducts performance evaluations, resolves personnel matters, and provides training to ensure effective delivery of services.

Implements policies, procedures, and performance standards to assure efficient and effective activities that are in compliance with LCOG guidelines, goals and objectives. Reviews and analyzes existing practices and procedures and recommends improvements and changes as warranted. Coordinates changes in existing operations and procedures.

Performs procedural clerical work of moderate difficulty and variety. Work requires general knowledge of unit functions and procedures and is performed within generally accepted or established methods, practices, and procedures.

Administers CASA system.

Responsible for mail processing. Works with Mid Valley Pre-Sort to assure that mail is prepared correctly. Reports problems and works with staff to prepare mail to take advantage of cost savings.

### **Other Job Functions**

Responds to inquiries, complaints, problems or emergencies affecting the availability or quality of services; troubleshoots computer and printer problems for staff.

Provides backup to other staff as needed.

Performs other related duties as assigned.

### **Working Conditions**

Duties are primarily performed in an office environment while sitting at a desk or computer terminal.

### **Knowledge, Skills, and Abilities**

Considerable knowledge of office practices, procedures, and equipment, including computers and office automation systems.

Knowledge of effective supervisory methods and practices.

Considerable knowledge of legal requirements, standards, regulations, and laws applicable to the work.

Knowledge of effective uses and applications of computer software and systems.

Ability to plan, organize and coordinate, schedule, assign and evaluate the work of professional and support staff.

Ability to analyze and evaluate operations and procedures, develop, and recommend corrective actions.

Ability to establish and maintain effective working relationships with employees, other agencies, and the general public.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.

Ability to analyze administrative support practices and procedures to improve efficiency and effectiveness, including the use of computer software and systems.

Ability to maintain complex files and other record keeping systems.

Physical ability to perform assigned work.

**Education and Experience**

Associate's degree in public or business administration and five years of progressively responsible experience providing administrative support services to a variety of programs and internal administrative functions, including supervisory or lead experience, or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

**Licenses, Certificates, and Other Requirements**

None.