

COUNTY OF SOLANO

CLERICAL OPERATIONS SUPERVISOR

Rev. 04/07

**DEFINITION**

Under direction, plans, organizes and supervises the activities of a clerical unit performing routine work of average difficulty and complexity in the processing on documents and records; serves as a member of the department's management/supervisory team; performs related duties as required.

**CLASS CHARACTERISTICS**

This class is characterized by the responsibility to supervise the work of a unit engaged in the performance of a variety of general or routine clerical tasks in support of a large clerical function or several smaller activities or a small complex clerical group. Incumbents have responsibility for, and may participate in the work unit operations. Positions in this classification must have knowledge of and previous experience in a lead capacity in the area of assignment. It is distinguished from the Office Supervisor position in that the latter focuses on the overall administrative function of an office.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned supervisory position

Exercises supervision over clerical staff.

**EXAMPLES OF DUTIES** - *Duties may include but are not limited to the following:*

Supervises and assigns the work of a unit engaged in general or routine clerical functions; coordinates, prioritizes and monitors work flow; requests staff assistance to meet peak workload periods to meet unit deadlines; provides assistance with difficult or unusual problems; participates in the hiring and training of staff; reviews work for completeness, accuracy and compliance with operating procedures; receives and resolves routine personnel matters and makes recommendations to superiors on difficult and complex personnel matters; conducts group and individual conferences to discuss rules, procedures and performance problems; encourages cooperation and teamwork among staff; completes performance evaluations on subordinates; reviews, approves and signs time sheets, travel requests and time off requests.

Evaluates operational performance of assigned work activity; reviews work methods and procedures to ensure work is productively assigned and completed; assists in the development and implementation of operational procedures.

Performs and/or assists with the more difficult and unique tasks of the unit including error research and correction, balancing reports, correcting problems with automated systems and/or equipment, dealing with situations of a potentially upsetting or dangerous nature to staff and/or the public and

performing quality control activities; prepares narrative/statistical work production reports; determines and takes necessary action to correct errors; may perform the work of subordinates on a regular and continuing basis; maintains petty cash funds; opens safe and secures at the close of business.

Performs other special projects as required; monitors work production status; researches and resolves questions and complaints; may be assigned additional administrative/supervisory responsibilities; acts as staff liaison to various boards.

Compiles, composes, proofreads and edits routine reports, correspondence, forms, minutes, notes, and budget and statistical documents; prepares documents using a data/word processor; selects appropriate document formats; gathers information necessary for document composition, meetings and presentations.

Maintains filing and information retrieval systems; maintains manuals; updates files in accordance with procedures; coordinates the maintenance of confidential files.

Responds to verbal and written queries from the public; screens telephone calls; evaluates informational needs of callers; arranges schedules of appointments, meetings and conferences; explains policies and procedures.

Manages vehicle information for department; maintains vehicle records, applications for registration, surplus property sales, and inventory records; processes DMV requester code renewal application and agreement; notifies independent carrier of changes in vehicles.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Thorough knowledge of office and record-keeping methods and practices; report compilation techniques; clerical work methods and procedures associated with assigned work unit which may include public contact, records management and bookkeeping techniques and practices as well as knowledge of programs, services and terminology of the department.

### **Skills to:**

Operate office equipment including a personal computer, copy and fax machines and printers.

### **Ability to:**

Ability to plan, organize and supervise general and routine clerical activities; understand and explain tasks, procedures, rules, and regulations governing work unit operations; develop recommendations for and implement changes in operational procedures; identify and analyze clerical unit problems and implement operational changes; make decisions and independent judgments; communicate effectively both verbally and in writing; determine the appropriate course of action in stressful situations; demonstrate tact and diplomacy; prepare routine narrative and

statistical reports; secure cooperation and teamwork among staff; maintain accurate records and document actions taken; organize and prioritize work assignments; make routine arithmetical calculations; use proper grammar, spelling and punctuation; proofread and/or edit for coding and arithmetical errors; research regulations, procedures and/or technical reference materials; determine and evaluate levels of achievement and performance; maintain confidentiality of information; recognize and respect limit authority and responsibility; effectively delegate responsibility and authority to others; work under pressure and meet short deadlines; communicate with people under pressure and meet short deadlines; communicate with people of diverse socio-economic backgrounds and temperaments; project consequences of decisions, research regulations, technical information and procedures; maintain adequate supplies of office materials; use a variety of office equipment including typewriters, calculators, and/or automated information storage and retrieval systems; use word processing, spreadsheet, database and/or desktop publishing software; establish and maintain cooperative working relationships.

### **Experience and Education/Training**

#### **Experience:**

High school diploma or GED; supplemented by three (3) years of full-time work experience, including eighteen (18) months in a lead capacity, which demonstrates possession of and competency in the requisite knowledge and abilities.

Positions in the District Attorney, Public Defender and County Counsel offices require a High school diploma or GED; supplemented by three (3) years of Legal Secretary experience, preferably in a California District Attorney, Public Defender or County Counsel's office.

### **SPECIAL REQUIREMENTS**

Assignment Requirements: Some positions in this class may require work unique to that of the District Attorney, Public Defender or County Counsel's office in supervising the processing of legal documents and records.

### **SUPPLEMENTAL INFORMATION**

Applicants are required to demonstrate intermediate word processing skills through the passing of a County approved test.

Incumbents may work in an environment, which may risk exposure to communicable disease and potentially violent behavior

## **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents.



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**Donald W. Turko**  
**Director of Human Resources**

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