

**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
LEGAL SUPPORT OPERATIONS
SAN FRANCISCO
DUTY STATEMENT**

NAME:

JOB TITLE: Business Services Officer I (Supervisor)

POSITION NUMBER: 420-033-4722-xxx

WORKING TITLE: Office Services Supervisor

STATEMENT OF DUTIES: The Business Services Officer I (Supervisor) plans and directs a wide variety of business service functions necessary to support an office of over 400 attorneys, paralegals, secretaries, and other administrative and professional staff. These business service functions include: personnel transactions and services (attendance, entry and exit clearance, new hire orientation, etc); facilities management (space planning, utilization, and configuration; maintenance; wiring, cabling, telecom, wireless, etc); financial services (revolving fund, collection advice, transit, parking, etc); administrative and technology services (mail and courier services, document imaging and printing, video conferencing; public reception and public inquiry, etc); contracts management and vendor relations.

SUPERVISION RECEIVED: Under the immediate supervision of the (BSO II Supervisor).

SUPERVISION EXERCISED: Direct supervision of approximately five to seven staff, which may include Business Service Assistants, Office Technicians, Office Assistants, and Seasonal Clerks.

TYPICAL PHYSICAL DEMANDS: Employee may be required to perform tasks that require driving, bending/stooping, carrying/lifting up to 40 pounds, climbing, kneeling, reaching/twisting, manual dexterity (grasping/keyboarding), pushing/pulling, prolonged standing/sitting, frequent walking. Employee is expected to use natural or assisted hearing and vision and be able to speak clearly and professionally in English to the public, clients, and co-workers either in person, via email, or over the telephone.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

40% Business Service Planning and Oversight

Plans, directs, and organizes the workflow of staff in the Flexible Administrative Support Team (FAST), mailroom, and reception. Coordinates office moves, facilities, administrative and technology services (laptop, and projector set-up). Serves as the CalCard holder and reconciles monthly CalCard statements.

Supervises the planning and flow of work; assigns and reassigns staff to meet changing workload conditions; plans, reviews, evaluates, and recommends changes to operating procedures and directs their implementation through subordinates, including the preparation of manuals, and performs a wide variety of administrative duties to maintain the business service functions of a large legal office. Establishes and maintains positive working relationships and effective communication between professional and support staff.

Acts as the Parking Coordinator, directly maintaining the employees' monthly parking deduction log. Updates, adds, and deletes parkers in the DOJ Intranet database. Coordinates the transition for new parkers on receiving the access card. Reviews invoices for accuracy before processing for payment. Processes Commute Benefits forms for participating employees. Updates the Parking Wait-List.

Acts as Location Safety Coordinator, manages the defibrillator, making sure the Automated External Defibrillator (AED) boxes are in working order and the batteries and machine are operational. Order batteries from the Risk Management Unit; test them every 6 months; and coordinate and set up AED, CPR, and first aid training. Conducts quarterly safety inspections of the facilities and sends the reports to RMU. Conducts and tracks ergonomic evaluations for all the office employees.

30% Personnel Management

Recruits and hires business services personnel. Reviews all reference and clearance information. Maintains attendance records, approves absences, overtime and leave usage requests. Assures that employees receive adequate training and monitors continuing training efforts. Approves reports of performance and takes or recommends appropriate personnel actions; counsels employees; and approves individual career development plans.

Conducts team/staff meetings monthly and meets with attorney staff to discuss the support staff's efforts to provide quality service. Resolves conflict, issues and concerns through contact with departmental sections and Divisions regarding staff and business services. Ensures compliance with all departmental policies, procedures, and directives, as well as the timely and accurate performance of all clerical functions.

15% Reports and Special Projects

Performs ongoing and special projects and reports as delegated by the BSO II or Office Manager.

10% Facilities and Equipment Management

Facilitates the procurement of minor and major equipment for the mail room. Determines if supplies and equipment meet the needs of the office and makes recommendations for replacement equipment. Ensures that equipment is received timely, installed properly, and is fully operational.

Maintains equipment and service contracts. Serves as a contact person with the Department of General Services and outside contractors.

MARGINAL FUNCTIONS

5% Functions as back up supervisor for the other BSO I and II (Supervisors).

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date