

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Services Supervisor II

POSITION NUMBER:

831-1150-xxx

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Adult and Senior Care Regional Office

SUPERVISOR'S NAME:

Monica Tran

SUPERVISOR'S CLASS:

Licensing Program Manager II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Subject to fingerprinting and criminal record clearance by DOJ and FBI. Ability to lift and carry 10 pounds.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

The Office Services Supervisor II has direct supervisory responsibility for five Office Technicians and two Seasonal Clerks.

Total number of positions for which this position is responsible: 7

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of CCLD to protect the health, safety and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

The Office Services Supervisor II (OSSII) is responsible for the supervision of five or more clerical staff and performs a variety of the most complex and sensitive duties under the general direction of the Regional Manager in support of the Adult and Senior Care and Children's Residential Programs. The OSSII assigns, directs, and coordinates the handling of clerical activities such as phone coverage, mail handling, establishing files, and filing and typing. The OSS II is expected to consistently exercise a high degree of initiative, independence of action, originality and good judgment in supervising staff and managing clerical support functions. The position requires sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. The ability to communicate effectively is of primary importance.

A. RESPONSIBILITIES OF POSITION:

35% Has full supervisory responsibility for clerical staff. Plans, prioritizes and schedules work assignments in the clerical unit to ensure maximum operational effectiveness and completion of assignments. Monitors office workloads to assure timely and quality production within the clerical unit. Sets goals and objectives and develops individual development plans. Participates in recruitment and hiring of clerical staff, handles problems of staff relations, documents and evaluates performance, and resolves personnel problems. Trains clerical staff on a variety of regional office clerical unit procedures and use of software programs including the Licensing Information System (LIS), Word, Excel and other department-approved software programs. Trains clerical staff on use of various types of office equipment such as personal computers, individual and multi-function printers, fax machine, scanner, postage equipment, front-office telephone, etc.

20% Develops, implements, evaluates, and modifies clerical unit procedures to maintain effective office flow. Identifies problem areas in processes or procedures and provides recommendations to the Regional Manager for implementation to correct problems. Reports to Regional Manager any breakdown in established procedures and problems in clerical operation.

20% Maintains control records and logs for office controls such as attendance, LIS, or any other necessary management information and subject correspondence files.

15% Provides clerical support for the Regional Manager and Licensing Program Managers on the most complex and sensitive correspondence or memos. Handles the most complex calls from licensees and the public.

5% Operates office equipment such as computer equipment, photocopy machines, network printers, postage meters, etc., and arranges repairs or maintenance as needed.

5% Special projects as assigned.

B. SUPERVISION RECEIVED:

The OSSII is directly supervised by the Regional Manager. The OSSII routinely collaborates on assignments of clerical responsibility and clerical priorities with the manager as it directly effects all office practices.

C. ADMINISTRATIVE RESPONSIBILITY:

The OSSII with the consent of the Regional Manager assigns clerical responsibility to members of the unit.

D. PERSONAL CONTACTS:

The OSSII may receive calls from licensees and the public on routine office activities such as office orientations.

E. ACTIONS AND CONSEQUENCES:

The OSSII is responsible for ensuring clerical activities are completed in a timely manner. Failure to plan or address the highest priorities may result in critical assignments exceeding deadlines. Inappropriate or delayed responses to written or verbal requests for information may result in adverse criticism from the public, legislators, other agencies, etc.

F. OTHER INFORMATION:

The Supervisor should be able to handle stress, equitably delegate responsibility and balance office needs.