

CITY OF CHATTANOOGA
Classification Specification Title: Office Supervisor

Department: Public Works

Pay Grade: GS.08

Supervision Received From: Director Land Development

FLSA Status: Non-Exempt

Supervisory Responsibility For: Permit Clerk

Established: 6/29/07

Revision Dates: 4/2/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for supervising and monitoring the work of lower level administrative support staff and the work flow through office processes. Typical duties might include supervising records management activities; developing and implementing office policies/processes; assigning, monitoring and evaluating work of lower level staff; monitoring time report of clerical staff; resolving problems and performing administrative assistance to unit staff. Work requires limited supervision.

SERIES LEVEL: The Office Supervisor is the fourth level of a four level administrative support series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises assigned administrative support staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Supervises and participates in performing various routine clerical duties utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; performing data entry; faxing documents; typing; requisitioning supplies and word processing.

Responds to requests for information from the general public; answers routine questions; directs callers to appropriate internal departments and/or external organizations.

Reviews, validates and participates in entering information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned areas of responsibility.

Oversees the organization and maintenance of files; files documents alphabetically, numerically or by other prescribed methods. Processes, receives, sorts and distributes a variety of correspondence, notices, website requests; reservations, time sheets, invoices, fees, citations,

work orders, reports, service requests, travel vouchers, credit card billings, materials, deliveries, mail and/or other applicable items.

Monitors the processing and completion of service requests. Composes a variety of routine and/or specialized correspondence, reports, documents, brochures, posters, contracts, easements, applications, forms, permits, memos and/or other applicable materials; verifies and edits grammatical composition.

Supervises the processing of incoming and outgoing purchase orders, vouchers, agreements, contracts, permits, payments, cash receipts and disbursements and/or other related items.

Prepares a variety of reports that summarize operational activities, permitting activities, collection activities, financial transactions and/or other applicable items; disseminates applicable reports to internal departments, external agencies and/or other applicable organizations.

Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies; follows up on orders and deliveries.

Coordinates administrative support activities such as tracking work and change orders, reporting building maintenance issues, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information and providing related support.

Participates in special projects and/or other activities in support of efficient and effective department operations.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Associate's Degree and two (2) years increasingly responsible administrative support experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None.

SUPPLEMENTAL INFORMATION:

Knowledge of supervisory principles; principles and practices in assigned department or functional area; customer service principles; English language, grammar and punctuation; modern office procedures, methods and equipment; mathematical concepts; preparing and maintaining a variety of records and reports; record keeping principles; keyboarding techniques and filing principles and practices. Skill in monitoring and evaluating the work of subordinate

staff; prioritizing and assigning work; using computers and related software applications; providing customer service; performing mathematical calculations; filing; composing a variety of business correspondence; scheduling and coordinating special events and meetings; keyboarding; using modern office equipment; processing financial documents; preparing and proofreading a variety of routine reports and/or documents; maintaining confidentiality; maintaining records and files and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.