

Code: 1196

Title: SPECIALIZED OFFICE SUPPORT SUPERVISOR

SUMMARY: Supervises, trains and evaluates office support staff within a specialized setting such as, medical, legal, or in an appraisal office and has authority to alter procedures or work sequences of the unit. Incumbents within this classification are required to apply specialized knowledge and possess experience within the assigned area of specialization.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Supervises and coordinates the activities of office support staff, determines work priorities for the unit and assigns work to ensure timely flow;

Evaluates employee performance, makes recommendations on hiring, termination and related personnel activities and initiates progressive discipline process as necessary;

Develops and conducts training programs for unit employees;

Identifies operational problems and develops and implements new or revised procedures;

Ensures appropriate procedures are followed in a timely manner and within regulatory compliance guidelines;

Supervises service activities, provides requested and specialized information according to established department policy and resolves problems and complaints which cannot be resolved by staff;

Prepares correspondence and reviews work unit correspondence for accuracy;

Coordinates unit activity with other departmental sections or divisions and with other county departments or outside agencies;

Evaluates automated information system applications, products and programs for unit use, maintains and participates in database input and retrieval and assists information services staff in resolving production difficulties;

Compiles statistical and operational data and prepares periodic and special reports;

Establishes filing procedures and supervises maintenance of unit files;

Participates in production activities of the work unit as required;

Supervises the daily and monthly calculation, preparation, printing, editing and mailing of personal property tax rolls and bills and reconciles discrepancies;

Screens court cases for all necessary documentation, fees, cost bonds and certifications;

Supervises daily operations in a medical setting which may include medical eligibility coding and verification, establishing and maintaining medical records, accounting activities and analysis and release of medical and financial information;

May participate in unit budget preparation and monitoring.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of supervision and training;
- standard office practices and procedures;
- business English, spelling, grammar and arithmetic;
- applications of automated information systems;
- a variety of standard and automated filing practices and procedures;
- County, State, and/or Federal laws, rules and/or regulations applicable within work unit specialization;
- medical, legal and/or appraisal terminology per work unit specialization.

Skill in:

- supervising, training and evaluating staff;
- planning, assigning and reviewing the work of staff;
- developing and implementing new or revised operating procedures;
- use of automated information systems;
- database management, calculations, account reconciliation, word processing and/or billing;
- communicating effectively;

- . compiling data and writing reports;
- . establishing and maintaining filing systems.

MINIMUM QUALIFICATIONS:

Four years of clerical experience which includes two years within the area of specialization, and one year of experience performing lead or supervisory duties.

(Relevant education from an accredited college, university, trade or vocational school may substitute for up to two years of the general clerical portion of the aforementioned experience)

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Some positions may require the ability to lift and carry up to 50 pounds. Any additional physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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