

EDITED KSAPC LISTING

CLASSIFICATION: OFFICE SERVICES SUPERVISOR II (GENERAL)

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
1.	Intermediate knowledge of modern office methods e.g., written/verbal communication and time management, etc. in order to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively train staff, inmates/wards, etc.
2.	Intermediate knowledge of supplies e.g., forms, writing instruments and toners, etc. in order to routinely inventory and maintain office supplies.
3.	Intermediate knowledge of operating equipment e.g., computer software/programs, fax machines and copier/printer, etc. in order to process documents and forms, disseminate information to other internal/external agencies, general public and ensure safety to staff, and inmates/wards, etc.
4.	Intermediate knowledge of grammatical structure e.g., proper sentence structure, spelling, punctuation, etc. to accurately proofread/correct documents produced within the office setting.
5.	Extensive knowledge of the principles and techniques effective supervision and training in order to train, plan, organize and direct staff; and ensure workplace compliance with Federal and State personnel guidelines e.g., EEO, sexual harassment prevention, and Ralph C. Dills Act, etc.
6.	Extensive knowledge of the Department's Equal Opportunity Program objectives in order to provide information/instruction to staff using e.g., Penal Codes, California Code of Regulations (CCR), Title 15, California Department of Justice (DOJ), Departmental Operation Manual (DOM), Institutions and Camps Manual (I & C), State Administrative Manual (SAM), EEO, rules, State and Federal mandates, etc. to handle inquiries from within and outside the department, and ensure staff are in compliance with these rules.
7.	Extensive knowledge of mathematical computations in order to calculate employee time and to ensure staff is accurately credited for leave balances, pay and work periods.

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KSAPC Statements	
Ability to:	
A1.	Perform difficult clerical work, including ability to spell correctly, to make arithmetical computations
A2.	Receive oral directions in order to resolve technical and other problems to ensure work is done accurately.
A3.	Receive written directions in order to resolve technical and other problems to ensure work is done accurately.
A4.	Evaluate situations accurately and take effective action
A5.	Communicate at a level required for successful job performance
A6.	Make clear and comprehensive reports and keep difficult records to ensure work is done accurately
A7.	Meet and deal tactfully with the public in order to resolve issues.
A8.	Problem solver in order to resolve staff conflicts and general issues.
A9.	Maintain professionalism, courtesy, and respect to all employees, the public and outside agencies.
A10.	Apply specific laws in order to abide mandated rules and regulations.
A11.	Apply specific rules in order to enforce departmental compliance.
A12.	Apply specific office policies in order to ensure mandated rules and regulations are followed.
A13.	Apply specific procedures in order to ensure mandated rules and regulations are followed.
A14.	Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar.
A15.	Prepare correspondence independently utilizing a wide knowledge of vocabulary, spelling.
A16.	Communicate effectively to ensure in order to disseminate information, respond to inquiries, and deal tactfully with the public.
A17.	Plan, supervise the work of others in order to train staff and ensure staff operates within policies, procedures and laws.
A18.	Organize, supervise the work of others in order to train staff and ensure staff operates within policies, procedures and laws.
A19.	Direct, supervise the work of others in order to train staff and ensure staff operates within policies, procedures and laws.
A20.	Effectively contribute to the department's Equal Employment Opportunity objectives.

KSAPCs highlighted in bold text are not currently on the SPB classification specification

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KSAPC Statements	
Skill to:	
S1.	Perform difficult clerical work e.g., spell correctly, grammatical structure and make arithmetical computations in order to ensure work is done accurately and within timeframes.
S2.	Receive verbal directions in order to resolve technical and other problems to ensure work is done accurately.
S3.	Receive written directions in order to resolve technical and other problems to ensure work is done accurately.
S4.	Monitor and evaluate unit policies and procedures in order to recommend changes to management and ensure staff and inmate/ward workers are in compliance and functioning efficiently.
S5.	Communicate effectively verbally in order to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, and inmates/wards/parolees.
S6.	Communicate effectively in writing in order to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, and inmates/wards/parolees.
S7.	Communicate effectively verbally in order to disseminate information, respond to inquiries, and deal tactfully with the public.
S8.	Communicate effectively in writing in order to disseminate information, respond to inquiries, and deal tactfully with the public.
S9.	Make clear and comprehensive reports and keep difficult records in order to communicate information and respond to inquiries.
S10.	Apply the rules governing civil service in order to gather and provide information, train staff, and respond to inquiries from internal and external departments.
S11.	Plan the work of others in order to train staff and ensure staff operates within policies, procedures and laws
S12.	Organize the work of others in order to train staff and ensure staff operates within policies, procedures and laws
S13.	Direct the work of others in order to train staff and ensure staff operates within policies, procedures and laws
S14.	Direct the work of others in order to train staff and ensure staff operates within policies, procedures and laws
S15.	Effectively contribute to the department's Equal Employment Opportunity objectives in order to maintain a work environment that is free from discrimination and harassment.
S16.	Work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group in order to maintain and abide/comply with Departmental policy.