

## EDITED TASK LISTING

**CLASSIFICATION:** OFFICE SERVICES SUPERVISOR II (GENERAL)

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

<b>Task Statements</b>	
1.	Plan the work of support staff (e.g., Office Assistants, Office Technicians, Office Services Supervisor I, Program Technicians) engaged in difficult clerical work (i.e., Board packet preparation and time sensitive notifications mandated by law or policy) in order to maintain and abide/comply with Departmental policy by utilizing established templates, computer programs, desk reference manuals, and communication skills on an on-going basis.
2.	Organize the work of support staff (e.g., Office Assistants, Office Technicians, Office Services Supervisor I, Program Technicians) engaged in difficult clerical work (i.e., Board packet preparation and time sensitive notifications mandated by law or policy) in order to maintain and abide/comply with Departmental policy by utilizing established templates, computer programs, desk reference manuals, and communication skills on an on-going basis.
3.	Direct the work of support staff (e.g., Office Assistants, Office Technicians, Office Services Supervisor I, Program Technicians) engaged in difficult clerical work (i.e., Board packet preparation and time sensitive notifications mandated by law or policy) in order to maintain and abide/comply with Departmental policy by utilizing established templates, computer programs, desk reference manuals, and communication skills on an on-going basis.
4.	Carries out supervisory responsibilities to promote Equal Employment Opportunity (EEO) and maintains a work environment that is free of discrimination and harassment utilizing laws, rules, regulations, policies, procedures, training, etc. on a daily basis.
5.	Supervise the support staff engaged in typing various documents (e.g., letters, memorandums (memos), reports, etc.) in order to communicate information, keep accurate records, and document issues or situations, etc. utilizing, computer programs, office equipment, communication skills, etc. on a daily basis.
6.	Supervise the support staff engaged in the processing of incoming and outgoing mail by logging, sorting, and distributing documents and/or correspondence to appropriate staff and/or departments in a timely manner by utilizing organizational and communication skills, computer programs and various directories, etc. on a daily basis.
7.	Direct support staff engaged in the processing of e-mails by logging, sorting, and distributing documents and/or correspondence to appropriate staff and/or departments in a timely manner by utilizing organizational and communication skills, computer programs and various directories, etc. on a daily basis.
8.	Supervise support staff engaged in filing and records management (e.g., documents and reports, etc.) in order to keep accurate records, utilizing organizational skills, filing systems (e.g., alpha-numeric subject matter) and multitude of materials (e.g., desk procedures, binders and folders) on a daily basis.

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<b>Task Statements</b>	
9.	Supervise support staff engaged in filing and records management (e.g., documents and reports, etc.) ensuring materials are available for future references, utilizing organizational skills, filing systems (e.g., alpha-numeric subject matter) and multitude of materials (e.g., desk procedures, binders and folders) on a daily basis.
10.	Supervise support staff engaged in filing and records management (e.g., documents and reports, etc.) in compliance with laws, rules, regulations, policies and procedures, utilizing organizational skills, filing systems (e.g., alpha-numeric subject matter) and multitude of materials (e.g., desk procedures, binders and folders) on a daily basis.
11.	Supervise support staff engaged in document preparation (e.g., case reports, dictation and transcribing) in order to provide current information, keep accurate records, and respond to inquires or requests, etc. utilizing computer applications, Dictaphone, and effective communication skills on a daily basis.
12.	Supervise support staff engaged in document review (e.g., spell/grammar check, confirming legal document references, etc.) in order to provide current information, keep accurate records, and respond to inquires or requests, etc. utilizing computer applications and effective communication skills on a daily basis.
13.	Supervise support staff engaged in the completion of template letters (e.g., victim notifications, law enforcement notifications, request for inmate/ward records, etc.) in order to provide current information, keep accurate records, and respond to inquires or requests, etc. utilizing computer applications and effective communication skills on a daily basis.
14.	Supervise support staff engaged in composition of procedure manuals in order to provide current information, keep accurate records, and respond to inquiries or requests, etc. utilizing computer applications and effective communication skills on an as needed basis.
15.	Supervise support staff engaged in composition of reports (e.g., performance evaluations, schedules for hearings and clerical minutes, etc.) in order to keep accurate records and respond to inquires or requests, etc. utilizing computer applications and effective communication skills on an as needed basis.
16.	Supervise support staff engaged in communicating with inmates, Youthful Offenders/parolees and their families or representatives in order to gather and provide information, etc. utilizing the telephone, faxes, personal contact, and communication skills, etc. on a daily basis.
17.	Supervise support staff engaged in communicating with inmates, Youthful Offenders/parolees and their families or representatives in order to respond to inquiries or requests, etc. utilizing the telephone, faxes, personal contact, and communication skills, etc. on a daily basis.

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<b>Task Statements</b>	
18.	Supervise support staff engaged in communicating with internal or external agencies/departments in order to gather and provide information, etc. utilizing the telephone, email, faxes, personal contact, and communication skills, etc. on a daily basis.
19.	Supervise support staff engaged in communicating with internal or external agencies/departments in order to respond to inquiries or requests, etc. utilizing the telephone, email, faxes, personal contact, and communication skills, etc. on a daily basis.
20.	Supervise support staff engaged in statistical, financial, and other record-keeping functions (e.g., staff timekeeping , etc.) in order to accurately track monthly staff attendance on a daily basis.
21.	Supervise support staff engaged in the documentation of receipt of checks and/or money orders in order to ensure that they are forwarded to appropriate inmates/Youthful Offender trust account utilizing receipt books and Youthful Offender Information Network (WIN), etc. on a daily basis.
22.	Supervise support staff engaged in ordering supplies and equipment in order to maintain a well-equipped office, utilizing purchase orders, catalogs and outside vendors, etc as needed basis.
23.	Supervise support staff engaged in maintaining supplies and equipment in order to provide a well-equipped office, utilizing purchase orders, catalogs and outside vendors, etc as needed basis.
24.	Supervise support staff engaged in ordering supplies and equipment in order to ensure staff have equipment and materials necessary to do their assigned tasks, etc. utilizing purchase orders, catalogs and outside vendors, etc.
25.	Supervise support staff engaged in maintaining supplies and equipment in order to ensure staff have equipment and materials necessary to do their assigned tasks, etc. utilizing purchase orders, catalogs and outside vendors, etc.
26.	Conduct support staff meetings in order to disseminate information, review memos and procedures utilizing minute taking and communication skills on an as needed basis.
27.	Interview and recommend staff in order to maintain the continuity of the office utilizing advertising, certification lists and personnel staff on an as needed basis.
28.	Hire support staff in order to maintain the continuity of the office utilizing advertising, certification lists and personnel staff on an as needed basis.
29.	Evaluate employees' work performance in order to address issues of standard performance by utilizing direct observation, communication skills, Individual Development Plan (IDP) and letters of commendation on an as needed or yearly basis.
30.	Initiate employee Progressive Disciplinary action in order to correct/improve performance/behavior or issue of substandard performance by utilizing Employee Assistance Program (EAP), Individual Development Plan (IDP), corrective memos, etc. as in accordance with Title 15 and the rules governing civil service, as needed.

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

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31.	Maintain supervisor's work files (e.g., leave requests, performance reviews and commendations, etc.) for support staff in order to maintain accurate records and to inquiries or requests, etc. utilizing written communication, organizational skills and computer applications on an as needed basis.
32.	Approve/disapprove support staff leave requests in order to ensure adequate staffing needs are met by utilizing written and verbal communication skills as directed by departmental policy and procedures on an as needed basis.
33.	Assess individual training needs for support staff in order to ensure staff are equipped with the skills and knowledge to perform their duties/daily tasks by utilizing direct observation, IDP, and communication skills as directed by departmental policy and procedures on an as needed basis.
34.	Develop individual training needs for support staff in order to ensure staff is equipped with the skills and knowledge to perform their duties/daily tasks by utilizing computer application, reference manuals, and visual aids as directed by departmental policy and procedures on an as needed basis.
35.	Conduct training plans for support staff in order to ensure staff is equipped with the skills and knowledge to perform their duties/daily tasks by utilizing computer application, reference manuals, and cross training as directed by departmental policy and procedures on an as needed basis.
36.	Recommend approval or disapproval of support staff merit salary adjustments in order to acknowledge their performance capabilities and recognize the accuracy and timeliness of their work utilizing direct observation, written documentation and communication skills as directed by departmental policy and procedures on an as needed basis.
37.	Compose instructions/guidelines as directed by departmental policy (e.g., directives, laws, and rules/regulations, etc.) for support staff in order to ensure compliance with State and Federal mandates utilizing computer applications and effective communication skills on an as needed basis.
38.	Implement instructions/guidelines as directed by departmental policy (e.g., directives, laws, and rules/regulations, etc.) for support staff in order to ensure compliance with State and Federal mandates utilizing computer applications and effective communication skills on an as needed basis.
39.	Maintain a supervisor's desk reference manual with step by step instructions (e.g., U.S. BUREAU of Immigration Customs Enforcement (ICE) screenings, attorney/client visit, and timeframe schedules, etc.) in order to ensure staff have accurate instructions to follow in the absence of the Office Services Supervisor II (General) utilizing computer applications, memos, and departmental policy and procedures as needed.