

**YAKIMA COUNTY, WASHINGTON**  
**CLASS SPECIFICATION**  
**CLASS TITLE: Office Supervisor II**

<b>BAND:</b> <b>B</b>	<b>GRADE:</b> <b>2</b>	<b>SUBGRADE:</b> <b>6</b>	<b>CLASS CODE:</b> <b>J23-1226</b>
<b>DEPARTMENT:</b> Varies	<b>ACCOUNTABLE TO:</b> Varies	<b>JOB FAMILY:</b> Administrative - Clerical	<b>OVERTIME STATUS:</b> Non-Exempt

**JOB SUMMARY:** The Office Supervisor II performs a variety of complex and supervisory office and technical support activities and responds to complex issues requiring supervisory attention.

**DISTINGUISHING CHARACTERISTICS:**

The Office Supervisor II class is the highest level of a seven- level office support classification series. The Office Supervisor II class is distinguished from the Office Supervisor I class by full supervisory authority over subordinates performing operational work and additional work experience. The Office Supervisor class II is distinguished from the Manager I class which has supervisory authority over other supervisors and/or staff performing substantive paraprofessional duties under the guidance of a non-supervising professional.

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample: (position assignments may vary.)	<b>BAND/ GRADE</b>
1	Supervises subordinates; prioritizes, assigns, and monitors work; evaluates performance; recommends and implements decisions regarding employee selection and discipline; ensures resources are available for operations and trains and/or cross-trains staff.	B3
2.	Supervises day to day operations; performs related activities such as tracking expenditures, ordering materials and supplies, maintaining and approving payroll and attendance records, maintaining and purging/destroying files and may assist in preparation of budget for area of assignment.	B3
3.	Performs research in area of assignment such as review of statutes, quasi-judicial activities including review of filings and submissions for accuracy of use and distribution to the appropriate parties, reassessment of taxes, final review of court dockets, complex legal filings and submissions, and countywide payroll or accounts payable activities.	B2
4.	May be responsible for the maintenance, update and technical support including training of department specific software.	B2
5.	Interprets implements and ensures compliance with policies and procedures; responds to and resolves complaints, problems and inquiries requiring a supervisor's attention.	B2
6.	Prepares complex reports such as project reports, budget reports and/or statistical reports; gathers, compiles, and presents report data.	B2
7.	Coordinates office/departmental work with other departments, governmental agencies and organizations.	A1
8.	Performs other duties as required.	

**Knowledge of:** (Position requirements at entry):

Knowledge of:

- Supervisory theories, practices and principles;
- Budgeting theories and principles;
- Grammar, spelling and punctuation;
- File maintenance techniques;
- Customer service techniques;
- Terminology, laws, rules, and regulations governing area of assignment;
- Office practices and procedures.

**Skills** (Position requirements at entry):

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### Skill in:

- Assigning and monitoring, evaluating and coordinating the work of others;
- Handling multiple tasks;
- Applying customer service techniques; resolving complex problems;
- Developing, implementing and enforcing office/departmental policies and procedures;
- Tracking and monitoring expenditures;
- Preparing technical reports; performing basic mathematical calculations;
- Using proper grammar, spelling and punctuation;
- Using office equipment such as phones, copiers, calculators and fax machines;
- Using computer and related software applications;
- Establishing and maintaining effective interpersonal relationships at all organizational levels and with the public;
- Communication, both oral and written, sufficient to exchange or convey information and to give and receive work direction.

### Training and Experience (Position requirements at entry):

Associate of Arts Degree and five years of experience in the areas of assignment including three years of supervisory or coordinating experience; or an equivalent combination of education and experience which provides knowledge, skills, and abilities sufficient to successfully perform the essential duties of the job.

### Licensing Requirements (Position requirements at entry):

Some positions may require a valid US Driver's license;

Successful completion of a criminal, financial investigation and / or general employment verification;

Successful completion of specialty training and/or possession of specialty related certification is required within six months of appointment. This may include one or more certifications such as:

- NCIC (National Criminal Information Center) Certification;
- Law and Justice Academy Certification;
- Notary Public
- ACCESS (A Central Computer Enforcement Service System) Certification

### Working Conditions: Position may have the potential exposure to the following:

Environment: Pathogen exposure work in locked down facilities, exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

### Classification History:

New Class: 11/22