



## University System of Maryland Job Class Specification

**TITLE: OFFICE SUPERVISOR II**  
**FLSA: NONEXEMPT**  
**EEO6: H40**  
**IPEDS-SOC: S-431011**

**JOB CODE: N080S2**  
**JOB TYPE: SYSTEMWIDE**  
**JOB FAMILY/SERIES: OFF CLK**

**APPROVED BY:**  
**Chancellor Donald N. Langenberg**

**EFFECTIVE DATE: 07/01/1996**

### **JOB SUMMARY**

Under general supervision, functions as a first line supervisor of a medium sized unit of clerical workers engaged in processing a variety of routine transactions or a small unit of clerical workers engaged in complex transactions. Coordinates the work of the unit and represents the unit to higher level administrative personnel. Makes procedural operating decisions based on independent judgement and knowledge of applicable departmental policies and procedures.

### **PRIMARY DUTIES**

1. Supervises and trains assigned clerical personnel in unit operations and procedures. Determines work priorities, plans, schedules, assigns and reviews work.
2. Establishes and evaluates methods and procedures for processing data and materials and for setting up and maintaining manual and automated filing systems.
3. Resolves scheduling problems among assigned personnel and with other units. Directs work flow to accomodate peak periods.
4. Oversees implementation and administration of policies and procedures for assigned unit. Assures quality control and makes recommendations for improvement of work methods and technology to increase productivity.
5. Assists in developing unit production goals and the unit budget.
6. Oversees the assembly, compilation, and processing of routine and/or complex data and records for reports, special studies, filing and storage.
7. Prepares reports and correspondence related to unit operations.
8. Operates office equipment such as personal computers, typewriters, calculators, facsimile machines and photocopiers.

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Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

### **MINIMUM QUALIFICATIONS**

**EDUCATION:** High School Diploma or GED.

**EXPERIENCE:** Four years progressively responsible clerical work to include at least one year in a lead or supervisory capacity.

**OTHER:**

### **REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

Thorough knowledge of and skill in applying office practices and procedures, principles of office management and supervision. General knowledge of business english, grammar, spelling and punctuation. Skill in planning and coordinating clerical work; in motivating and providing guidance and instruction to clerical personnel; in interpreting and applying departmental policies and procedures; in operating manual and automated office equipment including personal computers and related software; in composing correspondence and preparing reports; in performing mathematical computations. Ability to establish and evaluate clerical methods and procedures; to negotiate resolution to scheduling and procedural problems; to communicate effectively both orally and in writing; to establish and maintain effective work relationships.

**OTHER:** Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

### **CONDITIONS OF EMPLOYMENT**