



University System of Maryland Job Class Specification

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

JOB CODE: N100S3
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 or second line supervisor of a large unit or units of clerical workers engaged in processing a variety of routine transactions or a medium sized unit of clerical workers engaged in complex transactions. Coordinates the work of the unit(s) and represents the unit(s) 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 a large clerical operation. 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 accommodate peak periods.
4. Oversees implementation and administration of policies and procedures for assigned unit(s). Assures quality control and makes recommendations for improvement of work methods and technology to increase productivity.
5. Assists in developing budget and production goals for unit(s).
6. Oversees the assembly, compilation, and processing of routine and complex data and records for reports, special studies, filing and storage.
7. Prepares reports and correspondence related to unit(s) operations.
8. Operates office equipment such personal computers, typewriters, calculators, facsimile machines, and photocopiers.

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: Five years progressively responsible clerical work to include at least one year in supervisory capacity.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Comprehensive knowledge of and skill in applying office practices and procedures, principles of office management and supervision. Thorough knowledge of business english, grammar, spelling and punctuation. Skill in planning and coordinating clerical work; in supervising, motivating and training 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; in establishing clerical methods and procedures; in negotiating and resolving scheduling and procedural problems. Ability 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

N/A