



CLASSIFICATION SPECIFICATION

CLASS NUMBER 10116

CLERICAL SUPERVISOR

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Clerical Supervisor may not perform all of the duties listed. However, performance of the first (1) duty a minimum of 20% of the time is mandatory for this classification.



Summary of Essential Duties

The primary purpose of the Clerical Supervisor position is to provide direct supervision and assistance to subordinates who perform various clerical duties. The incumbent does not supervise Unit Support Workers who perform home health aide duties. The incumbent completes various reports and performs data entry duties. The incumbent develops, implements and enforces compliance with policies and procedures for the unit. In addition, the incumbent orders and inventories supplies and equipment. Additionally, the incumbent performs various clerical duties such as filing, transferring cases, answering the telephone and routing and distributing mail.

Duties

Frequency: 60% +/- 10%

- I. Supervises and assists subordinates who perform various clerical duties (e.g., Clerical Specialists, Unit Support Workers). The incumbent does not supervise Unit Support Workers who perform home health aide duties.
 - A. Determines need for new staff members.
 - B. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
 - C. Disciplines subordinates, when necessary.
 - D. Reviews, approves or denies employees requests for leave.
 - E. Reconciles worker time cards with worker attendance sheets to ensure that the number of hours matches for each day of the pay period.
 - F. Completes performance evaluations of subordinates' work.
 - G. Meets with subordinates regarding any grievances.
 - H. Trains new and current employees.
 - I. Assigns and reviews work of subordinates.

Frequency: 13% +/- 4%

- II. Assists in the development of office policy and implements associated clerical procedures.

Frequency 10% +/- 4%

- III. Performs various administrative duties.



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- IV. Monitors and maintains case files and filing procedures. Frequency 5% +/- 2%
- V. Attends and conducts meetings. Frequency 5% +/- 2%
- VI. Acts as liaison between departments and among various outside agencies. Frequency 5% +/- 2%
- VII. Orders and inventories supplies and equipment. Frequency 2% +/- 1%



**ADDITIONAL DUTIES
FOR THE JOB CLASSIFICATION OF
CLERICAL SUPERVISOR**

NOTE: The classification of duties as either marginal or essential functions depends on a variety of factors such as the number of other employees available to perform the duty and the amount of time spent performing the duty. Consequently, the differentiation of an particular Clerical Supervisor's duties as either essential or marginal functions may vary depending on the specific CDJFS.

- I. Monitors the maintenance of buildings, computer systems.
- II. Contacts contractors and monitors various contracts (i.e., vendors, union, contractors).



**KSA'S FOR THE
JOB CLASSIFICATION OF
CLERICAL SUPERVISOR**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Office practices and procedures; Supervisory practices; Interviewing principles; Personnel practices; Disciplinary actions; Training and development practices; Performance evaluations; Office equipment.	Oral communication; Organization; Supervision; Interviewing; Training.	Perform a full range of standard clerical assignments; Give or exchange facts or routine information; Answer routine questions/inquiries; Maintain accurate records; Supervise; Proofread materials; Interview; Monitor the work of others; Assign work to others; Train others; Read, copy and record figures; Recognize errors in the work of others; Discipline others; Explain assignments, procedures or situations to others.
II	Office practices and procedures; Telephone operations; Inventory control; Preparing budget projections; Data entry; File management; Mailing procedures; Intermediate mathematical principles; Office equipment.	Typing; Word processing; Organization; Oral communication; Data entry.	Perform a full range of standard clerical assignments; Answer routine questions/inquiries; Maintain accurate records; Attend meetings; Answer telephones; Complete forms; Prepare correspondence; Enter data; Route and distribute mail; Answer telephone; Distribute food Stamps; Calculate basic statistics; Perform intermediate mathematical operations.
III	Computer operations; Office practices and procedures; Inventory control; Purchasing practices; Office equipment.	Oral communication; Organization; Perform computer operations.	Resolve recurring standard problems; Answer routine questions/inquiries; Maintain accurate records; Use computers; Advise employees regarding purchasing activities; Perform software upgrades; Make service calls when equipment cannot be repaired in-house.
IV	Office practices and procedures; Filing room procedures; Retention Schedules; Agency filing procedures; Application review procedures; Client screening procedures.	Organization; Oral communication; Interviewing/ Screening.	Monitor and maintain case files and filing procedures; Develop procedures pertaining to the filing room; Complete Retention Schedule; Pull and search client case files; Perform standard clerical assignments; Maintain accurate records (e.g., log incoming and outgoing files); Review applications; Screen clients; Complete forms; File Material numerically, alphabetically, and chronologically.



V	Meeting procedures and practices; Training sessions; Administrative practices.	Oral communication; Organization.	Prepare presentations; Listen for problems and provide responses or explanations; Conduct staff meetings; Work with others; Participate in supervisory meetings; Attend committee meetings; Attend training sessions.
VI	Administrative practices; Office practices and procedures; Meeting procedures; Public relations issues.	Oral communication; Organization; Public speaking.	Work with others; Give or exchange facts or information; Coordinate procedures among departments; Act as liaison between departments and among various outside Agencies; Perform public relations functions (e.g., conducts outside meetings within community); Speak before an audience.
VII	Office practices and procedures; Intermediate mathematical principles; Purchasing practices and procedures; Distribution procedures (e.g., for Food Stamps); Procedures for ordering repairs to equipment; Inventory control procedures..	Writing; Organization; Oral Communication.	Perform associated clerical duties; Give or exchange facts or information; Perform intermediate mathematical operations; Maintain accurate records; Complete forms; Inventory supplies to ensure proper stock; Order equipment and supplies when necessary; Order repairs of equipment when required; Read, copy and record figures (e.g., place supply orders).



Minimum Qualifications

- Twelve months experience as a Clerical Specialist 4, 10114.

- Or completion of two years of technical training in office administration/secretarial science. Also requires twelve months experience in a position similar to a Clerical Specialist 4, 10114.

- Or formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary. Also requires one course or six months experience in typing or keyboarding and one course or six months experience in word processing. In addition, applicants must have an additional twelve months clerical experience in a position similar to a Clerical Specialist 4, 10114.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

Not applicable.