

MORGAN STATE UNIVERSITY JOB SPECIFICATION



OFFICE SUPERVISOR I

Class Code: N1097

FLSA Code: N/E (Non-Exempt)

Pay Range: 07

JOB SUMMARY

Under general supervision, functions as a first line supervisor of a small unit of clerical workers engaged in processing a variety of routine transactions. Coordinates the work of the unit with other offices and represents the unit to higher level administrative personnel. Makes procedural operating decisions based on independent judgment 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. Resolves scheduling problems among assigned personnel and with other units. Directs work flow to accommodate peak periods.
3. Oversees implementation and administration of policies and procedures for assigned unit. Assures quality control and makes recommendation for improvement of work methods or technology to increase productivity.
4. Assists in developing unit production goals and in developing unit budget.
5. Oversees the assembly, compilation, and routine processing of data and records for reports, special studies, filing, and storage. Recommends manual and automated methods and procedures.
6. Prepares reports and correspondence related to unit operations.
7. 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: Three years progressively responsible clerical work.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of office practices, procedures, and equipment; of business english, grammar, spelling and punctuation. Working knowledge of the principles of office management and supervision. Skill in planning and coordinating clerical work; 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 supervise, motivate and train assigned clerical staff; 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.