City of Rapid City

Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Office Supervisor</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>OFSR</td>
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<td>Pay Grade:</td>
<td>NU 17</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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<td>EEO Class:</td>
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<td>Date Revised:</td>
<td>4/5/2021</td>
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General Summary: This position is responsible for providing advanced administrative support to leadership and management depending on the assigned City unit/division. This role frequently interfaces with a wide variety of contacts, including City employees, public officials and the general public and serves as a trusted link. The Office Supervisor has a variety of responsibilities and requires the ability to maintain a high degree of sensitivity to confidential matters and be flexible with changing priorities and assignments.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Manages and ensures overall smooth operation of the division office.
- Acts as point of contact for all division staff; works with staff to resolve issues and escalates issues to Division Manager when necessary.
- Handles customer inquiries and resolves complaints. Involves other Supervisors and Division Manager when necessary.
- Evaluates, prioritizes, and responds to information requests.
- Handles confidential information and maintains confidentiality when involved with sensitive information requiring considerable use of tact, discretion, and judgment.
- Directly supervises administrative employees. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Prepares and maintains fiscal/financial data and records. Prepares annual budget in conjunction with Division Manager.
- Coordinates city-wide projects impacting the operations of the Division.
- Assists in reviewing, processing and tracking critical information for the division and/or department. May include, but not limited to vouchers, contracts, permits, invoices, grant agreements, certifications, payments, time sheets and various City Programs.
- Processes personnel paperwork and records such as timekeeping/payroll, employee status reports, complaint/grievance, vacation and overtime records, and injury reports.
- Maintain residential customer accounts, may include, but not limited to container replacement or additions, correspondence, credits/refunds, delinquent and vacant accounts and adding utilities.
- Possesses knowledge of City demographics and ability to recite City ordinances related to rates and fees associated with the department.

Qualifications:

Education and/or Experience:
Bachelor’s Degree from an accredited university or college, a minimum of two years of directly related administrative support experience in a professional office environment or a combination of education and experience deemed acceptable to the hiring authority.

Demonstrated proficiency with Microsoft® Office products, other general business software, including web-based systems.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on the work location, while performing the duties of this position, the incumbent may occasionally be exposed to moving mechanical parts, fumes or airborne particles, and/or outside weather conditions. The noise level in the work environment is typically moderate and interruptions are common.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; hear. The incumbent is frequently required to sit and/or stand and most of the work is completed at an assigned desk station in front of a computer. The incumbent is occasionally required to walk; balance; stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; and rarely lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.