



**Code: 0378**

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Administrative

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## **CLASS TITLE: ADMINISTRATIVE SUPERVISOR**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, functions as an office administrator, coordinating and overseeing staff providing office support services in a City department, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises staff performing clerical and administrative support functions including timekeeping and payroll preparation, personnel, purchasing, accounts maintenance, and records management
- Oversees office staff engaged in maintaining centralized files, processing documents and records, updating computerized records, maintaining databases and performing word processing or data entry operations
- Works with managers to establish and implement work processes and procedures to ensure the efficiency of office work flow and operations
- Assists managers in compiling and organizing information for the preparation of personnel and operating budgets and related operational reports
- Schedules reception area coverage and assigns staff to meet departmental support needs including answering phones, photocopying, filing and other office clerical activities
- Approves and processes requisitions for office supplies and equipment
- Monitors the processing of invoices for payment to vendors and the maintenance of account and expenditure records
- Supervises staff performing clerical and administrative duties for various programs, including checking data and processing forms/applications, providing information to clients, and updating manual and computerized records
- Initiates requests for the maintenance and repairs of office equipment and facility maintenance and repairs; coordinates movement of office furniture and equipment within department
- Establishes work standards and oversees staff training on work and program operations
- Conducts performance evaluations and initiates disciplinary actions as required
- Prepares various reports on work or program operations for use by management

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Four years of clerical and administrative work experience, of which one year is in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience.

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

**PHYSICAL REQUIREMENTS**

- Some positions routinely require lifting, carrying, and transporting documents weighing up to 30 pounds

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- administrative and clerical methods, practices, and procedures
- office and business management methods, practices, and procedures
- report preparation methods, practices, and procedures
- English language spelling, punctuation, and grammar

Some knowledge of:

- supervisory methods, practices, and procedures
- customer service methods, practices, and procedures
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **MONITORING** - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- **INSTRUCTING** - Teach others how to do something
- **JUDGMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
April, 2012

Physical Requirements updated: December, 2014