



City of Irving Job Description (Water Utilities) Office Supervisor

FLSA Status:	EXEMPT	Job Department:	Water Utilities
Job Code:	09011	Reports To (Job Title):	Utility Business Manager

PURPOSE

To provide secretarial and administrative support to a unit, which includes supervising one support staff, preparing and monitoring a budget, answering the telephone, greeting customers, using discretion while supporting confidential matters, contacting municipal officials, and creating and proofreading original documents, correspondence, and administrative policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise assigned staff member in Utility Dispatch, which includes assigning, monitoring, and evaluating work, as well as providing input on hiring and discipline.
- Write, type, or enter information into computer to draft and prepare policies and procedures documents, correspondence, bills, statements, receipts, checks, permits, timesheets, or other documents.
- Coordinate complex events, which includes managing multiple logistics, such as site selection, invitations, website promotion and registration, background presentations, agendas and programs, and complaint resolution.
- Prepare and monitor annual budget.
- Proofread documents, records, and/or forms.
- Compute wages, taxes, premiums, commissions, and payments, which includes reconciling invoices with purchase orders.
- Use discretion while providing clerical support in the handling of confidential matters and while contacting municipal officials.
- Manage appointment calendars, including making travel arrangements.
- Maintain databases of key information, including databases for creating mailing labels.
- Tally, track, sort, file, assemble, and deliver various records and packets including invoices, payments, applications, requests for service, purchase card expenditures, and information pamphlets.
- Inventory, order, and maintain office supplies.
- Contact outside agencies, vendors, and individuals to find answers to questions and resolve complaints.
- Address, stuff, post, sort, and distribute mail, which includes sending, receiving, and delivering faxes.
- Greet and assist visitors, which includes answering questions and finding requested information.
- Answer multiple telephone lines, which includes answering inquiries, transferring callers, and recording and conveying messages.
- Record and/or transcribe meeting minutes, which includes taking dictation.
- Run errands, and perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Create flyers, nametags, certificates, non-technical maps, and related documents.
- Perform minor maintenance and repair on office machines.
- Notarize documents.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1 employee.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position orders employee uniforms and office supplies; prepares and issues purchase orders and warehouse requisitions for needed products; monitors the use of p-cards and various accounts within the departmental budget; and, prepares cash receipt reports and maintains petty cash.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university, with major coursework in a closely related field.

EXPERIENCE

- Three (3) years of related experience, including at least one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, may be required.
- Notary public commission license is required.

KNOWLEDGE OF

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems and filing and records management systems.

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Industry Software: Database, Reporting, and other software in the course of work, including Banner, MinuteTraq, Citrix, Crystal Reports, Performance Measurement and Network Fleet.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment, which includes computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with a multiple software packages simultaneously.
- Typing: Entering information using a computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing such as routine reports and correspondence, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Continual contact with internal and external customers, outside agencies and vendors, which involves obtaining others' cooperation; courtesy and tact are required with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Xerox multi-function center copier/scanner, desktop computer, printers, and telephones.

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.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, walk, and/or talk. S/he occasionally must pull, push, drive a vehicle, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.