

Benchmark Title**ADMINISTRATIVE SUPERVISOR****Job Summary**

Supervises clerical staff and participates in their recruitment and selection. Participates in the coordination of administrative and clerical work in an office. Performs a variety of administrative and secretarial duties as required.

Key Duties and Responsibilities

1. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed. Ensures effective and appropriate clerical staff coverage.
2. Orients and trains clerical staff.
3. Monitors the performance of staff. Provides feedback on their performance and conducts performance evaluation.
4. Participates in the recruitment and selection of clerical staff by performing duties such as advertising vacancies, screening resumes, interviewing applicants and providing input on selection.
5. Evaluates, develops and recommends office procedures and practices to senior management. Ensures that approved office policies, practices and procedures are understood and followed.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
8. Tracks office or program expenditures by recording expenses, alerting the supervisor to budget overruns and unusual expenses and authorizing purchases. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions. Provides input into budget formulation.
9. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
10. Maintains client and program information using spreadsheet and/or database software.
11. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
12. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

Training and Experience

Four (4) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Administrative Supervisor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 4 years recent related experience including 1 year of supervisory experience	6	150
3	Physical Demands – Once in a while performs production keyboarding and typing in drafting routine correspondence	3	21
4	Concentration – Sometimes focus on financial documents to track expenditures where the need for precision is high; required to adapt to a variety of related office processes	4	33
5	Independence – Guided by general procedures or instructions, selects alternative courses of action in supervising office operations and staff and developing and recommending office procedures	4	57
6	Judgement – Assesses administrative support requirements and chooses an approach using a combination of accepted techniques to develop and implement administrative procedures, and coordinate administrative work in the office	4	57
7	Leadership/Supervision – Direct supervision of other employees including input into hiring and performance appraisal organising work assignments and maintaining department standards and procedures	4	80
8	Accountability – Work has direct impact on administrative service productivity of other employees and may affect aspects of program delivery	5	71
9	Communication – Facilitates joint effort of other employees by providing work direction, organizing and communicating work assignments in administrative area	4	57
10	Care of Individuals - :Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with time pressures to complete job tasks	3	25
Total Points			617