

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Supervisor GRADE: 20 DATE: 3/7/2018
SERIES: General Administrative CODE: 1133 EEO: Admin Support FLSA: Exempt (E)

Class Definition:

Under direction, manages an ongoing team that provides administrative and clerical support services for a formal work unit of the Commission such as, but not limited to, a section, a division or a department. Ensures efficient and effective support services for the work unit and, as assigned, transactional processing for the unit in one or more functional domains such as accounting, budgeting, purchasing, contracting, records or document management. Serves as a focal point for the work unit on the full range of assigned administrative management functions. Performs a full range of supervisory functions. The work (as supervisor) results in provision of important administrative support services for the unit of assignment. Applies knowledge of administrative and clerical support services, working knowledge of line management, knowledge of the work programs of the unit supported and, as pertinent to assignments, knowledge of specialized administrative management functional domain(s) (such as purchasing, contracting, records or document management) altogether to ensure that unit support team work products and services are effective. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. The incumbent independently plans the work of the team and ensures it is carried out in conformance with established Commission policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or higher management by selecting and applying the appropriate guideline(s); and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – the incumbent is held responsible for results of the team; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

Job Summary

Manages a team that provides administrative and clerical support services for a unit of the Commission. Responsibilities consist of performing supervisory functions. Incumbents are expected to ensure efficient and effective support services and transactional processing in one or more functional domains such as accounting, budgeting, purchasing, contracting, records or document management.

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- Serves as primary contact for unit on administrative matters. Responds to inquiries on status of administrative actions and appropriate processing procedures. Reviews administrative actions and operational issues. Conducts orientation sessions for new employees to explain unit organization and Commission policies and procedures. Completes HR paperwork and coordinates with other Commission offices to process it. Coordinates administrative activities of unit.
 - Maintains bookkeeping records for revenues and expenditures of the work unit. Assigns proper accounting codes. Supervises the preparation and processing of check requests. May serve as custodian of petty cash and field purchase order systems, including use of requisitioning and purchasing card systems. Verifies records for accuracy and resolves any discrepancies. Ensures conformance with established procedures.
 - Maintains records of time and attendance, personnel actions, motor fleet assets, fixed assets, documents, files and other items and data for the work unit. Verifies records for completeness and accuracy and resolves any discrepancies.
 - Prepares in final a wide variety of correspondence and reports drafted by others that contains text, tables, graphs and critical information in a variety of formats. Proofreads, corrects, edits and produces final, clear, complete and error-free copy. Drafts technical and administrative correspondence, reports and other documents for the work unit.
 - Creates and uses spreadsheets to enter data and perform computations using tables, graphs, and basic statistics such as means, medians and percentiles. Extracts and compiles data from records, files, correspondence, and other documents to prepare administrative or budget reports.
 - May assemble data to prepare administrative or budget status reports. May monitor fiscal expenses and budget for immediate office or designated activity.
 - Coordinates meeting requests, facilities, and travel arrangements for the work unit. Alerts supervisor and other staff of scheduled events, deadlines, or pending matters.
3. Other (±10-30%)
- Stays informed of the support services area and associated systems, processes and procedures.
 - Communicates and interacts with business contacts. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts. Actively listens actively to understand wants, needs and concerns of stakeholders, and coordinates to obtain desired actions.

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- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skill in actively listening to ascertain key information, including concerns, wants and needs of others, and skill in coordinating to achieve desired results. Examples include reading and writing unit administrative support service procedures, examining budget and accounting documents to identify and reconcile discrepancies, and proofreading documents to ensure conformance to correspondence requirements, to recognize and correct unclear information or incorrect data, and to otherwise help improve written products of the office.
- E. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Four (4) years of progressively responsible experience that includes at least two years in administrative and clerical support work.
3. An equivalent combination of education and experience may be substituted, which together total 4 years.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.