

The Maryland-National Capital Park and Planning Commission

TITLE: Clerical/Inventory Supervisor

GRADE: 20

DATE: 3/18/2024

SERIES: General Clerical

CODE: 1155

EEO: Administrative Support

FLSA: Exempt

Class Definition:

Under direction, manages the receipt, storage and issuance of forms, supplies, materials and equipment for a division or department. Supervises two or more full time employees that comprise a unit responsible for a wide variety of clerical, mailroom, reproduction program, and inventory control functions. Responsible for managing and supervising the inventory and distribution of office supplies, vehicle parts, equipment, supplies, mowing equipment, tractors and small engine equipment. Ensures the issuing, stocking, receiving and ordering of inventory; performs inventory reconciliation, and maintains records. May have responsibility for the administration, coordination and implementation of the printing and reproduction program for a division or department. May manage vehicle fleet operations and schedules of vehicles for routine or periodic maintenance, repair and inspection. Responsible for mailroom and courier services and completes courier tasks efficiently and effectively. Assesses all assigned areas of responsibility and provides recommendations to improve quality, efficiency, functioning, and customer service such as security, maintenance and safety. Assists in the development of the unit's annual budget and monitors expenditures. Develops policies and procedures related to unit operations. Services affect many parts of the Division or Department and consists of related procedures and information on which to act is obtained by close examination, use of arithmetic, or by referring to readily available sources. Applies knowledge of, and skill in inventory systems and control, purchasing practices and techniques, budget processes and techniques, postal regulations and requirements, computerized mailing and inventory software programs and technologies, operation of complex binding and collation equipment, heavy-duty cutters, folding machinery, and associated software, office practices and systems, machinery and equipment inventory disposal procedures 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. Incumbent independently plans the work of the team and ensures work is carried out in conformance with established Commission policies and procedures and accepted customer service practices. An incumbent 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.

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Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision ($\pm 25\%$)

- Manages the assigned work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the unit; provides input for, recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.
- Performs a full range of supervisory human resource (HR) management functions, unit - wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations and evaluates performance.

2. Quality Assurance/Quality Control/Related ($\pm 60\%$)

- Oversees the receipt, storage and issuance of forms, supplies, materials and equipment for a division or department.
- Responsible for overseeing and supervising the inventory and distribution of office supplies and warehouse goods (e.g., vehicle parts, equipment, supplies, mowing equipment, tractors and small engine equipment).
- Ensures the issuing, stocking, receiving and ordering of inventory, performs inventory reconciliation, and maintains records.
- May have responsibility for the administration, coordination, and implementation of the printing and reproduction program for a department. Work includes but is not limited to checking jobs referred to the department to assure that they conform to original layouts and printing specifications. Resolves problems, provides assistance and coordinates printing and reproduction activities with subordinates; assigns priorities to jobs, assuring completion by due dates and arranges for the receipt, delivery, pick up or mailing of completed products. Maintains records reflecting status of jobs, costs, suspense controls, and automated programs to facilitate, enhance, and report reproduction and printing operations.

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- May supervise the handling of incoming and outgoing mail and packages; maintains records and files on postage. Registers, insures and maintains records on designated outgoing mail. Provides courier services throughout Commission staffed offices according to established schedule.
- May manage vehicle fleet operations and schedules of vehicles for routine or periodic maintenance, repair and inspection.
- Assists in preparation of annual budget request for unit and controls expenditures within approved budget.
- Develops policies and procedures related to unit operations.
- Processes paperwork for machinery and equipment disposals and trade-ins and removes retired or disposed equipment for inventory databases, as appropriate.
- Responds to inquiries from Commission units, employees, and vendors regarding status of deliveries, invoices, packing slips, work orders, and related information.
- Supervises the distribution of all equipment (e.g., computers and other electronic equipment) is tagged and recorded before deployment and maintains an accurate database of all tagged equipment and performs periodic inventory.
- Notifies appropriate staff when equipment is ready for deployment (e.g., iPads, laptops, desk computers, printers, scanners).
- Obtains price quotes and prepares Request for Purchases for all machine and equipment supplies, paper, toner, and maintains minimum stock levels at all times to ensure stock is not depleted.

3. Other Duties (±15%)

- Searches catalogs, records, or other data sources to obtain authorized substitutes for stock items. Initiates, prepares, edits and processes requisitions.
- Assists and tracks equipment resale processes (i.e., using GovDeals).
- Generates automated inventory, procurement, accounts payable reports, as requested.
- Enforces and follows all federal and state regulations in operating equipment, machinery, tools and forklifts and other warehouse motorized or hydraulic equipment and wears appropriate safety gear. Enforces all Commission related safety procedures and updates evacuation plans, and maps as required.

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- May operate standard vehicles (automobiles, trucks, golf carts) to deliver goods.

Important Worker Characteristics:

- A. Knowledge of, and skill in (1) inventory systems and control; (2) purchasing practices and techniques such as preparing Requests for Purchase and bid specifications; (3) budget processes and techniques; (4) postal regulations and requirements; (5) computerized mailing and inventory software programs and technologies; (6) operation of complex binding and collation equipment, heavy-duty cutters, folding machinery, and associated software; (7) office practices and systems; (8) machinery and equipment inventory disposal procedures; (9) Commission organization, policies, and procedures *.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in (1) planning, assigning and reviewing work; (2) budgeting, using capital and managing resources to accomplish work; and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) understand a system of procedures; (2) calculate fractions, decimals and percentages; (3) write routine reports and correspondence; (4) organize work efficiently; (5) type or enter simple data consisting of written or numerical material; (6) handle maintenance tools and equipment; (7) generate reports as scheduled; (8) track inventory and maintain inventory system; and (9) provide courteous customer service.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying principles to solve practical problems.
- E. 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 communicating with staff to fulfill requisitions; communicating with vendors to discuss damaged or late deliveries; and resolving complaints or issues.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member and supervisor of a team.
- G. Skill in operating a computer, modern office suite software (such as MS Office), enterprise software and specialized software, photocopiers, faxes, scanners, collation and binding equipment, postage meters, and forklifts.

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Minimum Qualifications (MQs):

1. High School diploma or a Certificate of General Educational Development (GED).
2. Five (5) years of progressively responsible office clerical experience (e.g., office support work, mail processing, reproduction/printing, or inventory maintenance and control) which includes at least three years of lead or supervisory experience.
3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
5. Pass Commission medical examination.

Working Conditions:

Works in an office setting. Duties involve a moderate degree of risk and discomfort when loading and unloading equipment, operating vehicle or handling equipment for delivery and movement of equipment, parts or supplies. Employees utilize accepted safety precautions necessary to avoid injury to self and items handled and wear appropriate safety gear such as safety shoes and eye protection. Ability to lift 49 pounds. May be subject to various job demands such as high volume of work and tight deadlines.