



**CITY OF OVERLAND PARK - POSITION DESCRIPTION**

<b>TITLE:</b>	Supervisor, Administrative Support	<b>BAND/LEVEL:</b>	MGT I
<b>DEPARTMENT:</b>	Planning & Development Services	<b>JOB NO:</b>	4070
<b>DIVISION:</b>	Community Services	<b>DATE:</b>	11/01/2018
<b>REPORTS TO:</b>	Manager, Community Services	<b>FLSA STATUS:</b>	Exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	605
<b>REPLACES:</b>	Supervisor, Administrative Support	<b>LAST REVISED DATE:</b>	10/05/2018

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**JOB SUMMARY STATEMENT:** Plans, directs, supervises, and coordinates the work of the administrative support staff within the Community Services Division and other duties as assigned

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**DUTIES AND RESPONSIBILITIES:**

1. Directs the administrative support staff in its support of Code Enforcement Programs, which include the rental licensing program, interior and exterior property maintenance program, the permitting of public pools and restaurants, and the inspection of special event permits and massage businesses. Provides customer service through the city’s web pages, e.g. keeps web pages updated, issues permits, and takes in complaints through OPcares. Provides department support as requested.
2. Supervises the administrative support staff. Reviews and approves timesheet entries for payroll. Oversees the fleet management and fixed asset programs. Coordinates and manages the purchase of materials, equipment and supplies which can include obtaining various quotes and bids for office equipment and various other supplies needed by the codes enforcement staff. Reviews and approves expenditures and credit card statements. Monitors Divisional expenses. Assists the Division Manager in the preparation of the Division’s budget. Oversees the preparation of the Community Development agenda.
3. Provides for the training and development of administrative support staff. Ensures staff works as a team and is well trained in standard operating procedures related to the divisions programs. Ensures staff is well versed in the application and use of various computer software applications (Energov) to process and enter daily work. Conducts performance appraisals, makes recommendations for performance increases and handles disciplinary actions. Reviews applications, interviews prospective employees and selects candidates to fill vacant positions. Identifies staff development and training needs.
4. Works with Code Compliance Supervisors to improve processes and Standard Operating Procedures (SOP) for all of the various code enforcement programs. Provides appropriate information/reports for the management team when needed. Works closely with the Code Compliance Supervisors to insure that administration processes work in sync with code enforcement. .
5. Records and tracks key data for the division’s performance measurements. Provides reports and statistical information as requested. Responds to requests for information and other documents submitted under the Kansas Open Records Act. Collects the appropriate data and prepares the annual assessment ordinance.
6. Participates in emergency management operations for the City, as requested. Carries out and/or performs other duties as assigned.
7. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work

and employer goals.

8. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

## **GENERAL QUALIFICATIONS**

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### **EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:**

- High school diploma or equivalent required. Additional college level business courses preferred.

### **EXPERIENCE:**

- Five years of increasingly responsible administrative experience. . Experienced in the use and application of Microsoft Word and Excel products and/or the Google Suite products.
- Experience working in EnerGov software and Crystal Report knowledge is preferred.

### **SKILLS:**

- Attention to detail
- Ability to perform basic math and accounting skills
- Working knowledge of database, desktop publishing, word-processing and spreadsheet software applications
- Facilitation skills
- Human relations/interpersonal skills
- Leadership skills
- Project management skills
- Supervisory skills
- Time management skills
- Ability to communicate on the telephone and in person
- Good oral and written communication skills

### **MENTAL REQUIREMENTS:**

- Ability to read and comprehend City, state and federal regulations
- Ability to analyze complex problems and recommend possible solutions
- Ability to assess situation and use judgment and make independent decisions
- Ability to handle multiple tasks
- Ability to recognize and protect confidential information
- Ability to meet specific time deadlines
- Ability to work independently
- Ability to train and guide others
- Ability to learn and understand PC software applications
- Ability to work in a hectic environment with many interruptions
- Alpha and numeric recognition

### **PHYSICAL REQUIREMENTS:**

- Hand and eye coordination adequate to operate computer, calculator, typewriter, cash register and copy machine
- Ability to make and receive phone calls
- Visual stamina and acuity
- Ability to reach

### **SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- Direct
  - Customer Service Representatives
  - Customer Service Clerk (PT)

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.