

	KENOSHA POLICE DEPARTMENT		
	POLICY AND PROCEDURE		
	21.15 Job Specifications – Clerical Supervisor		
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CLERICAL SUPERVISOR

I. CHARACTERISTICS OF THE CLASS

- A. Under direction of a designated department director, performs advanced clerical and diverse administrative work. Extensive local government experience and excellent keyboard skills are critical to this position. Duties include a variety of specialized secretarial tasks and heavy public contact work. The incumbent supervises subordinate clerical staff employees and oversees office administration. Incumbents have broad latitude in decision making and can answer most policy questions without review by a superior. Work is reviewed through conferences and written reports for results obtained. Performs other work as requested or assigned.

II. EXAMPLES OF ESSENTIAL FUNCTIONS (*illustrative only*)

- A. Effectively supervises and recommends the hiring, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate department employees; approves overtime, sick leave, and vacations.
- B. Performs administrative duties and compiles data for special projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with established goals and objectives.
- C. Interprets City policies, procedures, and municipal ordinances; develops and revises procedural manuals and ensures efficient office operations.
- D. Acts as liaison between the department director, other department heads, employees, subordinates, and the general public.
- E. Prepares budget information, checks operating reports for accuracy and conformance to policies and standards; updates publications.
- F. Answers telephone and receives inquiries and/or complaints, providing information based on considerable knowledge of programs and activities, or referring callers to appropriate personnel, as necessary; routes messages for Department personnel, as necessary.
- G. Greets citizens, visitors or customers and directs to proper unit or provides customer service; provides specific information and assistance related to programs or services provided by assigned area.
- H. Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of reports.

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- I. Types materials from typed or handwritten copy, which requires use of a variety of standardized formats for preparing correspondence, reports, schedules, records, minutes, agendas, etc.; assumes responsibility for correctness of spelling, punctuation, grammar and format.
- J. Tabulates time sheets and maintains employee payroll records; prepares vouchers and requisitions; processes accounts payable.
- K. Enters payment information into computer, receives and receipts payment, balances monies or revenues, records payments and researches inconsistencies in records.
- L. Develops and maintains filing systems of correspondence, forms, cards, receipts, reports, and records; maintains log books, ledgers or other audit and tracking records; maintains specialized manual or automated filing systems.
- M. Operates automated office equipment including photocopier, computer, printer, calculator, facsimile, typewriter, Dictaphone or transcriber, etc.
- N. Opens, sorts and distributes mail; inventories, requisitions and distributes supplies and monitors equipment service and repairs.
- O. Maintains appointment calendar; schedules meetings and activities.

(NOTE: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification. This classification specification does not create an employment contract between the City and the employee and is subject to change by the City as the needs of the City and the department change over time.)

III. REQUIREMENTS

A. Training and Experience:

Associates Degree from an accredited college or university in secretarial science, business or public administration or two years at the Clerical Specialist II level or higher; supplemented by five (5) years of progressively responsible secretarial or administrative municipal work experience, with some experience preferably in a supervisory capacity; or an equivalent combination of training and experience. Experience must include the use of computers and standard word processing and accounting software applications. Requires excellent keyboard skills and dictation abilities as directed by need.

B. Knowledge, Abilities and Skills:

1. Knowledge of modern office terminology, methods, practices and procedures.
2. Knowledge of modern information systems, spreadsheets, database management and software.
3. Knowledge of departmental and municipal rules, regulations, policies, and procedures.
4. Knowledge of modern management practices and principles.

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5. Ability to understand and follow complex oral and written instructions.
 6. Ability to establish and maintain effective working relationships with fellow employees, superiors, subordinates, contractors, city officials and the general public.
 7. Ability to make complex decisions and interpretations in accordance with established rules, policies, and procedures.
 8. Ability to direct and supervise a group of subordinates in a manner conducive to full performance and high morale.
 9. Ability to communicate information tactfully and impartially.
 10. Skill in the operation of modern office equipment.
 11. Skill in preparing and working within the constraints of a budget.
- C. Physical Requirements:
1. Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment.
 2. Task may involve extended periods of time at a keyboard.
- D. Environmental Requirements:
1. Task is regularly performed without exposure to adverse environmental conditions.
- E. Sensory Requirements:
1. Task requires sound perception and discrimination.
 2. Task requires visual perception and discrimination.
 3. Task requires oral communications ability.
- F. Other Requirements:
1. Possession of a valid driver's license and a good driving record.
 2. May be required to provide a personal vehicle for use on the job.

FLSA Status: Exempt