

## SUPPORT SERVICES SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for various operations involving support services such as duplicating and reproduction; receiving and inspection; storeroom services; mail delivery and messenger services; transport and messenger services; office machine and equipment repair; purchasing, etc. Incumbents establish and maintain effective liaison with all units of the department or departmental unit to ensure that their operational needs are met and that problems are resolved. Responsibility includes maintaining the efficiency and effectiveness of each operation to meet the daily and long-range objectives of the department. Work is performed with considerable independence in accordance with prescribed rules and regulations. Supervision may be exercised over support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Directs the daily support activities of the department or departmental unit by prioritizing workflow, providing technical and manual assistance;

Monitors expenditures of each support operation, and recommends and implements improvements to ensure the efficiency and cost-effectiveness of each operation while meeting Department needs;

Reviews and authorizes the requisition and purchase of supplies and materials used by each support operation;

Monitors functions to ensure equipment is properly maintained and replaced when necessary, and stock and work areas are kept in a safe, neat and orderly manner;

Keeps abreast of technical advancements in each area and recommends changes to the support operation to improve efficiency;

Maintains on-going relationships with all units to keep abreast of their service needs and to anticipate problems;

Reviews and approves the preparation of data for monthly billings of services to user units;

Provides supervisors with a qualitative analysis, on a continuing basis, of the Division's support operations including charts, graphs, tables, job tickets, etc., which will be used to develop performance standards, production and cost controls, staffing and budgetary requirements, and physical facility needs;

May participate in the development and monitoring of the departmental budget as relates to support services;

May perform other incidental tasks, as needed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the principles and practices of inventory control and maintenance; thorough knowledge of the techniques, procedures and processes used in providing support services; good knowledge of the principles and practices of supervision; ability to develop and implement cost effective and efficient procedures; ability to meet emergency situations and to incorporate unanticipated workloads into the regular workflow; ability to develop and maintain effective working relationships with others; ability to develop charts, graphs and tables of work activities; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; resourcefulness; initiative; tact; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and eight years of staff support experience, two years of which must have been at a supervisory level in which the primary function of the position was warehousing or materials management of general supplies, medical/surgical supplies, or food supplies.

SUBSTITUTIONS: Satisfactory completion of 30 credits towards a Bachelor's Degree\* may be substituted on a year for year basis for up to four years of the above stated general staff support experience. Satisfactory completion of 30 credits towards a Master's Degree\* in Business Administration or a related field may be substituted on a year for year basis for up to two years of the above stated general staff support experience. There is no substitution for the two years of specialized supervisory level experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid New York State Driver's License appropriate to the vehicles operated at time of appointment and maintain same while in title.

DEFINITION: Staff support experience is defined as providing support or back-up functions to higher level administrators in areas such as: office management; participation in budget preparation and monitoring; payroll and personnel type functions; involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting, or management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day to day operations of a department would not be qualifying experience.