

## SUPPORT CENTER SUPERVISOR

**DISTINGUISHING FEATURES OF THE CLASS:** An incumbent in this class is responsible for the supervision, direction and coordination of support staff assigned to a clerical, typing and data entry support center within the Ulster County Mental Health Department. The Support Center Supervisor assigns tasks and projects to support staff units overseen by Unit Leaders. The work involves responsibility for supervising routine clerical, typing or data entry tasks and independently performing more complex clerical and data entry/typist support work which requires a general understanding of department-specific regulations, and generalized office rules, procedures and policies. Work is performed under the general supervision of a higher level employee with leeway allowed for the exercise of independent judgment in the application of prescribed procedures and methods in performing routine tasks. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supervises and coordinates all of the clerical, typing and data entry activities involved in the daily operation of a clerical data entry/typist *support* center;

Assigns, reviews and records work completed by staff, and instructs new employees in the specialized clerical or data entry work of a unit;

Keeps apprised of all updates and changes made to assignments or deadlines and makes changes in Support Center schedules accordingly;

Works with unit leaders to ensure that personnel assigned to their support staff unit are performing their assigned work;

Prepares staffing schedules, including coordinating vacations and requested time off, to ensure proper staffing commensurate to the expected flow of support assistance required;

Conducts performance evaluations of all assigned staff;

Addresses and resolves situations such as non-routine activities, working with difficult callers or visitors and employee conflict;

Processes records for the Support Center including such activities as checking for compliance with accepted procedures, disseminating information, logging records or coordinating the scheduling of appointments;

Checks reports and records for accuracy, completeness, and timeliness;

Prepares and maintains a variety of records and reports;

May perform a wide variety of related clerical, data entry and typing tasks.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of agency policy, rules and regulations; ability to supervise, plan, schedule and coordinate the work of others; ability to get along well with others; ability to obtain the cooperation of others; ability to understand and carry out oral and written directions; ability to type at an acceptable rate of speed; ability to write legibly and keep accurate records; clerical aptitude; tact and courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Business Administration, Secretarial Science or related field, and (1) one year of clerical/data entry experience including supervisory responsibilities; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical/data entry experience including one (1) year of supervisory responsibilities; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

ULSTER COUNTY  
7065 SUP CTR SV  
Classification: Competitive  
Grade: 9  
Union: CSEA

Adopted: June 2, 2003