

Jurisdictional Class: Competitive  
EEO Category: Administrative Support  
Adopted: 05/14/2025

## **ADMINISTRATIVE SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves overseeing and managing subordinate clerical staff in an office setting. The incumbent is responsible for supervising various clerical roles and office functions, including, but not limited to, record-keeping, document processing, data maintenance, data entry, report filing, personnel, and payroll. The incumbent establishes work procedures and standards to ensure efficient and effective office operations. This role entails assigning, reviewing, and providing instructions on complex clerical tasks and requires the exercise of independent judgment. The work is performed under the general supervision of the Division or Department Head or a designated administrator. Direct supervision is exercised over technical and clerical employees. The incumbent performs related duties as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Planning, organizing, and implementing administrative and office management systems and processes;  
Planning, assigning, and reviewing work and establishing priorities for clerical subordinates as designated by Directors and Department Heads;  
Coordinating and supervising the maintenance of departmental accounts including personnel, payroll, and record keeping;  
Training new clerical hires and conducting ongoing staff training related to clerical functions;  
Monitoring and evaluating employee job performance;  
Ensuring that all clerical work is completed accurately and in a timely manner;  
Collects, prepares, and/or maintains information and summaries for reports, agency records, memoranda, and other materials;  
Managing, assessing, and compiling data for administration;  
Provides forecasts to administration directly related to and affecting program operations;  
May prepare and review departmental operating budgets, contracts, and financial reports;  
May prepare bids for departmental services.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Knowledge of principles and practices of management; thorough knowledge of office terminology, procedures, and use of technology and office equipment; knowledge of organizational structure and/or personnel theory, practices, and policies; thorough knowledge of supervisory principles and techniques, ability to plan, supervise, and review the work of others; ability to conduct assessments and to prepare reports; ability to work well with others and to secure their cooperation; ability to communicate effectively both orally and in writing; excellent time management, organizational skills, and attention to detail; ability to understand and follow complicated oral and written directions; ability to function independently and oversee subordinate staff assignments; ability to develop effective working relationships and to deal diplomatically with the public; initiative; integrity; good judgment.

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**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of Bachelor's Degree **AND** two (2) years of experience in administrative support\*; **OR**
- (B) Possession of Associate's Degree **AND** four (4) years of experience in administrative support\*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** six (6) years of experience in administrative support\*.

\*Administrative support may include tasks such as planning management activities, ordering office supplies or inventory, preparation of reports, producing and distributing various types of correspondence, budget preparation, maintaining contact lists and/or spreadsheets, project management, personnel or payroll related tasks, and other closely related activities.

**NOTE:**

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. A certificate issued by a regionally accredited or New York State registered college in Medical Transcription, Small Business Administration, Communication Skills, Finance, Insurance, Managerial Accounting, Medical Assistant, Supervisory Management, or closely related field, may be substituted for one (1) year of experience.
3. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

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