State College of Florida, Manatee-Sarasota
Job Description

Job Title: Office Supervisor

Reports to: Associate Vice President, Facilities Planning and Maintenance

FLSA Status: Non-exempt

Level: 116

Position Class:

Job Summary:
Serves as Office Supervisor and assistant to an administrative Associate Vice President (AVP) or other administrative director or manager. Schedules appointments, gives information to callers, and otherwise relieves officials of clerical work and routine administrative details by performing the following duties:

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Insures that all federal, state and local laws, and College policies, procedures and departmental standards are followed. Works with the AVP and departmental managers in their implementation.

2. Works closely with the AVP to develop procedures and best practices. Provides input in management decisions, supports the mission and vision of the department and works to maintain a positive office environment.

3. Assists in maintaining a high level of customer satisfaction. Assists in the collecting and compilation of information used for quality assurance. Interviews and greets visitors and phone callers and provides information.

4. Assigns various programmatic areas of responsibility per AVP’s instructions to the administrative staff and provides supervision and oversight. Supervisory responsibilities include but are not limited to; coordinating work schedules, monitoring assigned work, approving leave requests and time sheets, and evaluating staff. Assigns and coordinates the work of the student assistants.
5. Can perform the duties of the staff that report to this position, provides additional training when needed and provides orientation and training for new staff. Coordinates with Facilities Customer Service to maintain cross-training and ability for seamless backup if required.


7. Oversees the ordering of office materials, equipment, and supplies needed for program operation. Works with vendors in ordering and makes recommendations to the AVP for equipment and supplies and specific program needs.

8. Works with the AVP and the Director in the development and updating of an office policy and procedure manual.

9. Maintains the department-specific database, inputs project data and other related information and utilizes data to prepare reports.

10. Prepares requisitions, purchase orders, encumbrances and related paperwork as requested by the AVP and the Director and assists in the preparation of departmental operating budget. Coordinates travel arrangements, prepares travel forms and arranges for reimbursement of funds.

11. Receives, screens and direct calls in a timely and efficient manner. Types, proof reads, processes letters, and creates reports. Takes notes, minutes at meetings, memorandum, forms, schedules, and related paperwork. Prepares Power Point presentations on subject matter for AVP.

12. Performs other duties as assigned.

**Job Qualifications:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED), and four (4) or more year’s of related experience. Associate’s Degree preferred.

  Experience in writing, editing and proof reading documents, reports, and letters.

- **Supervisory Experience:**
  One or more years of experience as a supervisor, with responsibility for scheduling and assigning work, training new employees, and assisting others with problems, is required.
• **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, business correspondence and procedure manuals. Ability to speak effectively before groups of customers or employees of organization.

• **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

• **Computer Skills**
  The employee must have intermediate knowledge of work processing, internet, spreadsheet, database, and presentation software. The employee must operate database software used by the department.

• **Certificates and Licenses**
  None required.

**Responsibility for People and Property:**
Responsible for supervising the Facilities Planning and Maintenance administrative staff.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of college faculty, staff, students and administrators.

• **External Contacts**
  This position has routine contact with external contacts such as accrediting agencies, government or other academic institutions, lawyers, legislative staff, employment applicants, vendors and the general public, depending on employing unit.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.
Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.
**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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