Job Title: Office Supervisor, Traffic Safety Institute
Reports to: Director, Traffic Safety Institute
FLSA Status: Non-Exempt
Level: 116
Position Class:

Job Summary:
The Officer Supervisor-TSI provides oversight to all program operations within the Traffic Safety Institute. These programs include: DUI, DATE, BDI, ADI, CROP and VIP. This position is responsible for the office organization and operation. This includes maintenance and monitoring of student records, office management, routine correspondence and statistical reporting to courts, probation, administrative agencies, treatment providers, and other specified licensure or certification governing entities. This position receives support from other office staff and is in turn responsible for their supervision.

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 state and local policies, procedures and standards set for the program are followed. Works with the Director and Program Coordinator in their implementation.

2. Works closely with the Director and Program Coordinator to point out potential problem areas and helps in developing strategies to avoid such problems. Provides input in management decisions, supports the mission and vision of the program, 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 about various programs.

4. Assigns various programmatic areas of responsibility to each Driver Improvement Specialist and supervises staff to insure they follow through on their responsibilities. Oversees the day to day operation of the Institute’s programs and various administrative staff. Coordinates their work schedules, approves leave requests and time sheets; and completes evaluations for those that report to this position. Assigns and coordinates the work of the student assistants.
5. Is able to perform any duties of the staff that report to this position, provides additional training when needed, and provides orientation and training for new staff.

6. Coordinates class scheduling, classroom assignments, and rental space. Monitors classroom size to insure compliance with all rules. Completes contracts and establishes schedules for instructors and evaluators. Maintains a schedule, which maximizes the use of the instructor time. Assures that clients who need evaluations receive them in a timely and efficient manner. Communicates with referral agencies in regards to scheduling.

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

8. Works with the Director and Program Coordinator in the development and updating of an Office Policy and Procedure manual.

9. Maintains the department-specific database, and the data entry of courses, student registrations, schedules and other related information. Prepares reports from this data.

10. Prepares requisitions, purchase orders, encumbrances and related paperwork as requested by the Program Coordinator or Director and assists in the preparations and maintenance of the TSI department budget. Oversees the completion of the daily deposit and insures adequate cash handling procedures are in place and followed.

11. Coordinates typing, proofing, and processing of letters, syllabi, minutes, forms, schedules, booklets, and related paperwork. Coordinates the mailing to prospective students. Coordinates the courier services and prioritizes the distribution of mail.

12. Performs other duties as assigned by the Director.

**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 five or more years of experience.

- **Supervisory Experience:**
  One to two years of experience as a “lead” employee, with responsibility for scheduling and assigning work, training new employees, and assisting with problems, is required.

- **Language Ability:**
  Ability to read analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
• **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 define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

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

• **Certificates and Licenses:**
  The employee must have a valid Florida driver’s license.

**Responsibility for People and Property:**
The employee is responsible for supervision of five or more employees in the department.

The employee is responsible for monetary assets between $30,000 and $50,000 monthly.

**Responsibility for Communication:**

• **Internal Contacts:**
  This position has routine contact with State College of Florida, Manatee-Sarasota staff.

• **External Contacts:**
  This position has frequent contact with vendors, treatment providers, criminal justice agencies, and the general public.

**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 environment is 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 routinely required to use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and stoop, kneel, crouch, or crawl. Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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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