

**OFFICE OF THE SECRETARY OF STATE  
DEPARTMENT OF PERSONNEL**

**OFFICE OPERATIONS SUPERVISOR**

**Position Code: K6550**

**DISTINGUISHING FEATURES OF THE CLASS**

Under general supervision, plans, directs, supervises and reviews the activities of a clerical and/or technical staff engaged in routine or moderately difficult clerical and/or technical activities.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Plans, directs, coordinates and reviews the activities of a large clerical and/or technical staff engaged in clerical and related form or document processing activities; serves as resource and technical expert for subordinate staff.
2. Develops, recommends and implements new or improved office procedures; recommends budgetary and staffing needs and improved utilization of staff resources; prepares reports on production, operational problems, etc.
3. Coordinates subordinate activities with other related operational units within the department or in other State or private organizations.
4. May interview applicants for employment; develops training for clerical and paraprofessional staff; analyzes workloads and establishes logical priorities and production standards; evaluates subordinate staff; hears first-level grievances; approves or authorizes leave time and overtime based on operational needs.
5. Attends various conferences, seminars and meetings to keep abreast of policy or legislated changes affecting area of assignment.
6. Performs other related duties as required or assigned.

**REQUIREMENTS:**

**Education and Experience**

Requires knowledge, skill and mental development equivalent to completion of four years high school and three years of clerical or related supervisory experience or any equivalent combination of training and experience.

## **OFFICE OPERATIONS SUPERVISOR (Continued)**

### **Knowledge, Skills and Abilities**

Requires thorough knowledge of business English, clerical methods and techniques and office management principles and practices.

Requires extensive knowledge of procedural operations, functions and policies of the organizational area of assignment and laws, rules and regulations relative to area of responsibility.

Requires ability to exercise responsible judgment in making decisions in accordance with laws, rules and regulations and to interpret and apply agency policies and procedures.

Requires ability to develop and implement clerical and office procedures in compliance with established policies.

Requires ability to supervise and train clerical, paraprofessional and subordinate staff.

Requires ability to express ideas clearly both orally and in writing.

Requires willingness to travel and possession of a valid Illinois driver's license as required by individual positions within the class.

Approved by the Secretary of State Merit Commission - March 12, 1985

Effective - March 16, 1985

### **EXAMINATION INFORMATION**

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year