

Job Posting

DEPARTMENT:	Office of Attorney General
SECTION:	Bureau of Consumer Protection/Public Protection Division
CLASS:	Clerical Supervisor II
LOCATION:	Pittsburgh
TYPE POSITION:	Permanent, Full-time, Non-civil service, Union
WORK HOURS:	8:30 – 5:00
SALARY RANGE:	Pay Range 5 – Minimum pay of \$37,066

BASIC FUNCTION:

An employee in this class performs work within a unit which requires the supervision of clerical employees who perform complex clerical work requiring the application of independent judgment and/or the supervision of clerical employees performing moderately complex clerical work including a lead worker for such work. Work includes the supervision of subordinates through the assignment and review of work, training, employee development, performance evaluation, leave approval or disapproval, grievance handling, and the adjustment of employee complaints. The work schedule is subject to indeterminable shifts in work effort due to external influences, time frame constraints, or self-imposed priority changes. General supervision is received and work is seldom reviewed except for the evaluation of overall effectiveness.

EXAMPLES OF DUTIES:

- Performs supervisory duties over a clerical section or sections comprised of employees who perform complex clerical work which requires the application of independent judgment and/or employees who perform moderately complex clerical work including a lead worker for such work.
- Plans, organizes, and delegates work among positions in a manner to insure a smooth processing flow and distributes assignments to the clerical staff after determining who is available to and capable of performing the work.
- Examines and reviews the files, forms, documents, and records that have been processed by the staff for completeness and accuracy.
- Rates and signs the performance evaluation for the employees in the section.
- Adjusts employee complaints and recommends decisions on formal grievances.
- Interviews and recommends the selection of applicants for vacant clerical positions within the section.

- Prepares and explains instructions on processing methods and procedures to the clerical staff and demonstrates the operation of office and mail processing machines
- Prepares monthly accomplishment reports on processing activities in the section from daily production reports, logs, and files.
- Proofs varying types of materials to insure the transfer of information is grammatically correct, complete, consistent, and adheres to agency rules and regulations; and that arithmetic computations for calculating prorated taxes, experience factors, project completion percentages, etc. are performed accurately.
- Reads correspondence in order to become familiarized with contents and determines what procedures to pursue in providing the correct information which is in accordance with any applicable administrative and legal constraints.
- Answers written inquiries relating to the status and operation of the section supervised.
- Reviews the maintenance of cost, financial, tax, or disbursement records and statements that do not involve the use of standard accounting principles by checking the posting, entering, transferring, adjusting, and balancing of numerous accounts in the control process.
- Prepares documents to purchase books, supplies, equipment, services, etc. by referring to catalogues, state contracts, and other sources to obtain prices, specifications, and related information.
- Organizes materials and sets up formats and layouts of documents to be internally processed or passed on to another work area.
- Determines supply needs for the section and requisitions office supplies directly from a central stores unit.
- Prepares time and absentee records for all employees in the section.
- Employees in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements.
- Performs related work as required.

MINIMUM EXPERIENCE AND TRAINING:

Clerical Supervisor II:

- One year as a Clerical Supervisor 1 OR
- Two years of complex clerical work experience OR
- Three years of moderately complex clerical work experience that includes six months of clerical lead work experience OR
- Any equivalent combination of work experience and/or training