

Job Title: Office Support Supervisor
Department: Health and Human Services
Classification: 9
Reports to: HHS Director
Supervises: Yes
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Telecommute: By exception
Union: No
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for the clerical administrative management and supervision of all Administrative Support staff within Health and Human Services. This position is required in the department's operation so that the administrative functions of all areas within HHS are carried out in an efficient, organized, and reliable manner.

Communicates with:

Internally – All HHS staff.

Externally – State/county/city entities and public.

Supervision:

Administrative Specialists

Essential Work Functions:

- Manages professional and support staff by prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations for assigned program personnel.
- Consults with staff as needed regarding specific concern/issues. Serves as backup to staff during shortages or emergencies.
- Performs customer relations activities by responding to complaints/concerns from customers, vendors, and citizens.
- Serves as a member of the management team in reviewing, assessing, and evaluating community service needs.
- Provides direction in crisis situations in the absence of other staff.
- Ensures efficient and cost-effective delivery of programs.
- Provides input into budget needs for the agency's equipment needs. Monitors that portion of the budget and makes purchases accordingly.
- Monitors and renews provider contracts, including changes, in a timely and efficient manner prior to expiration dates.
- Prepares and supervises the preparation of policies and reports for quality assurance.
- Ensures that the agency is compliant with Federal Tax Information rules and guidelines and creates procedures to ensure compliance. Monitors compliance of staff and makes corrections as necessary.
- Identifies client barriers and needs and determines how to reduce or remove those barriers.
- Prepares statistical reports for leadership as needed to include monthly reports, annual reports, etc.
- Responsible for accurate entry of all data into record system.

Other Work Functions

- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires two years of formal training in tech or associate degree.
- Three (3) years of experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Valid MN driver's license.
- Data Practices training.
- Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.).
- Strong interpersonal and oral communication skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively supervise staff.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Up to 60 pounds of force)		X		
Challenging or threatening behaviors	X			
Hazardous physical conditions	X			
Work with high detail/deadlines			X	

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____