



# City of Tempe

## ADMINISTRATIVE SUPPORT SUPERVISOR

### JOB CLASSIFICATION INFORMATION

|                                      |            |                                |                                |
|--------------------------------------|------------|--------------------------------|--------------------------------|
| <i>Job Code:</i>                     | 207        | <i>Department / Office:</i>    | City Attorney / Human Services |
| <i>Supervision Level:</i>            | Supervisor | <i>State Retirement Group:</i> | ASRS                           |
| <i>Status:</i>                       | Classified | <i>Market Group:</i>           | Sr. Management Assistant       |
| <i>Safety Sensitive/Drug Screen:</i> | No         | <i>Physical:</i>               | No                             |

Click [here](#) for more job classification information including current salary range.

### REPORTING RELATIONSHIPS

Receives general direction from the Deputy City Attorney, Criminal Investigations Bureau Commander, or Human Services management staff depending upon assignment.

Exercises direct supervision over assigned administrative and investigative support staff.

### MINIMUM QUALIFICATIONS

|                                |  |
|--------------------------------|--|
| <i>Experience:</i>             | Three (3) years of clerical or secretarial experience, including public contact, preferably in a public agency.<br><br><b><u>When assigned to the City Prosecutor's office:</u></b><br><br>Previous legal support work is preferred. Previous lead or supervisory experience is preferred. |
| <i>Education:</i>              | High school diploma, GED, or equivalency supplemented by specialized administrative course work in general office and business practices. Associate degree is preferred.   |
| <i>Additional Requirement:</i> | <b><u>When assigned to the Criminal Investigations Bureau:</u></b><br><br>Must pass a police polygraph and background examination.   |

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the administrative and legal support or investigative support operations within the City Prosecutor's Office, Criminal Investigations Bureau in the Police Department, or Human Services; and to perform a wide

variety of responsible and complex administrative, secretarial and clerical duties for the division.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

### **When assigned to the City Prosecutor's Office:**

- Plan, prioritize, assign, supervise and review the work of staff involved in administrative and legal assistant support duties for the City Prosecutor's Office; review work for accuracy.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for administrative and investigative support; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; recommend improvements in workflow, procedures and use of equipment and forms.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; recommending expenditure requests for designated accounts; monitor and control expenditures and budget accounts.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Process Motor Vehicle Division (MVD) and police department reports; order certified copies of MVD reports and notices of suspension from MVD; redact all victim information in compliance with the Victim's Rights Laws on all reports; order copies of prior orders of protection, records from prior cases from Superior Court, and records of prior convictions through gathering police reports from other jurisdictions.
- Process discovery requests including the preparation of disclosure statements and lists of witnesses and exhibits; process Motion to Continue, Motions to Dismiss, Allegations of Priors, Petitions to Revoke Probation, and other miscellaneous pleadings.
- Process long form complaint procedures including logging in police reports, complying with Victim Rights and new domestic violence issues, and notifying detectives of approvals and denials of each complaint; process subpoenas issued for hearing and any reissues depending on any requests for continuance; process appeals in Appellate Court.
- Participate and assist in the administration of the office; research, compile, analyze, and summarize data for special projects and various comprehensive reports; prepare or direct the preparation of annual, quarterly or administrative reports; prepare minutes of meetings; supervise the ordering and storage of appropriate supplies.
- Respond to complaints and requests for information on regulations, procedures, systems and precedents; receive and route mail.
- Type and proofread a wide variety of reports, letters, memos and statistical charts; type from

rough draft, verbal instruction or transcribing machine recordings; independently compose correspondence related to assigned responsibilities.

- Maintain personnel and payroll records; process paperwork for personnel actions including new hires, terminations and promotions; coordinate recruitment process with Human Resources; monitor performance and provide appropriate forms to staff.
- Maintain calendars of office activities, meetings and various events; coordinate activities with other City departments/divisions, the public and outside agencies.
- Organize and maintain complex technical filing systems.

**When assigned to the Criminal Investigation Bureau:**

- Plan, prioritize, assign, supervise and review the work of staff involved in administrative and investigative support duties for the Criminal Investigations Bureau; review work for accuracy.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for administrative and investigative support; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; recommend improvements in workflow, procedures and use of equipment and forms.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; recommending expenditure requests for designated accounts; monitor and control expenditures and budget accounts.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
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- Maintain calendars of office activities, meetings and various events; coordinate activities with other City departments/divisions, the public and outside agencies.
- Organize and maintain complex technical filing systems.

**When assigned to Human Services – Support Services:**

- Plan, prioritize, assign, supervise and review the work of staff involved in administrative and support duties for Human Services – Support Services; review work for accuracy.

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for administrative and support; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; recommend improvements in workflow, procedures and use of equipment and forms.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; recommending expenditure requests for designated accounts; monitor and control expenditures and budget accounts.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Manage client appointments and file management for Human Services.
- Support the timely billing, collection and reconciliation of charges. This includes the management and oversight of all payments made such as counseling appointments, program fees and restitution. This also includes processing restitution payments.
- Participate and assist in the administration of the office; research, compile, analyze, and summarize data for special projects and various comprehensive reports; prepare or direct the preparation of annual, quarterly or administrative reports; prepare minutes of meetings; supervise the ordering and storage of appropriate supplies.
- Respond to complaints and requests for information on regulations, procedures, systems and precedents; receive and route mail.
- Type and proofread a wide variety of reports, letters, memos and statistical charts; type from rough draft, verbal instruction or transcribing machine recordings; independently compose correspondence related to assigned responsibilities.
- Manage and maintain personnel and payroll records; process paperwork for personnel actions including new hires, terminations and promotions; coordinate recruitment process with Human Resources; monitor performance and provide appropriate forms to staff.
- Maintain calendars of office activities, meetings and various events; coordinate activities with other City departments/divisions, the public and outside agencies.
- Organize and maintain complex technical filing systems.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

| COMPETENCIES   |               |  |
|--|---------------|--|
| CLASSIFICATION LEVEL   | INCLUDES      | COMPETENCIES   |
| Foundational   | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory  | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability                              |
| Supervisory  | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others                   |
| Manager  | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring       |
| Deputy Director  | In Addition > | Entrepreneurship and Networking  |
| Director   | In Addition > | Organizational Vision  |
| <p><i>For more information about the City of Tempe's competencies for all classifications:</i><br/> <a href="#">City of Tempe, AZ : Competencies</a></p> |               |  |

| JOB DESCRIPTION HISTORY  |
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| <p><i>Effective August 2003</i><br/> <i>Revised March 2005 (included City Prosecutor's Office assignment)</i><br/> <i>Revised February 2018 (add when assigned to Human Services- Support Services job duties)</i><br/> <i>Revised February 2022 (new benchmark)</i></p> |