

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.011
STATE OF HAWAII	1.012
.....	1.013
	1.014

Specification for the Classes:

CLERICAL SUPERVISOR I, II, III & IV

SERIES DEFINITION

The classes in this series reflect primary responsibility for exercising technical and administrative supervision over a group of at least four, full-time equivalent subordinates (e.g., Office Assistants) engaged in the performance of various clerical support services. A position in this series spends the majority of time (i.e., more than 50%) performing supervisory functions.

Supervisory functions of at least the following kind and degree are involved:

- A. Work Planning and Organization - Responsible for maintaining flow and quality of work performed by subordinates to ensure timely accomplishment of assigned workload. Keeps apprised of the status and progress of work, and makes day-to-day adjustments in accordance with established priorities. Obtains assistance from a higher level supervisor as necessary, relative to production requirements, coordination or other operational problems. Estimates work completion time, maintains records of work accomplishment and time expended, and estimates production capability and staffing needs.

- B. Work Assignment and Review - Responsible for assigning and distributing work to subordinates, generally by following an established work flow, but also requiring the balancing of workload of subordinates. Instructs subordinates in work tasks and techniques, answers questions regarding the work, and provides written instructions and reference materials as necessary. Prepares and/or drafts subordinates' position descriptions. Responsible for attendance and ensuring that subordinates perform a satisfactory amount and quality of work. Has authority to review and accept, amend or reject work completed by subordinates on the basis of established standards; more difficult questions, or matters of quality not covered by standards, may be referred to the next higher supervisor.

- C. Personnel Functions - Participates in selection interviews and recommends hiring of individuals. Approves/disapproves and/or recommends approval/disapproval of leaves and leave schedules for subordinates. Orients new subordinates and takes care of working and seating arrangements, supplies and equipment, etc. Receives and resolves complaints from subordinates, or makes proper referral for assistance or decision at a higher level. Reports on the

performance, progress, training needs and disciplinary problems of subordinates, and provides on-the-job training. Makes recommendations for promotions, reassignments and recognition of subordinates' work performance.

Levels in this series are distinguished on the basis of overall level of work supervised, and whether or not a subordinate level of supervision is required due to the scope and volume of work for which a position has overall accountability. Definition of the overall level of work supervised is expressed in the Class Distinguishers for each class in this series. Inherent in the two foregoing factors are such elements as the nature of available guidelines for performance of work, judgment and resourcefulness required, and intensity of work. Types of positions are described for the different levels in this series, and any types not so described are to be evaluated in terms of those benchmarks and the component factors.

CLASS DISTINGUISHERS

CLERICAL SUPERVISOR I (1.011) - This class consists of two types of positions:

1. Serves as the immediate supervisor of, with overall responsibility for, the work of a group of subordinates which perform moderately complex clerical work (comparable to Office Assistant II) involving various standard clerical routines that are carried out on a regular or rotational basis, in accordance with standard practice and instructions.
2. Assists a higher level Clerical Supervisor, which has overall responsibility for the work of two or more groups of subordinates, by serving as the immediate supervisor of one group of subordinates which perform journey level clerical work (comparable to Office Assistant III) which is characterized by the independent performance of a variety of complex clerical assignments (e.g., those that involve a number of steps/processes and/or referral to a number of different sources and require the use of some judgment to determine appropriate disposition) in accordance with general instructions and established policies and procedures.

CLERICAL SUPERVISOR II (1.012) - This class reflects three types of positions.

1. Supervises, through one or more full or working subordinate supervisors, and has overall responsibility for, two or more groups of subordinates which perform moderately complex clerical work (comparable to Office Assistant II), involving various standard clerical routines that are carried out on a regular or rotational basis, in accordance with standard practice and instructions.
2. Serves as the immediate supervisor of, with overall responsibility for, the work of a group of subordinates which perform journey level clerical work (comparable to

Office Assistant III) which is characterized by the independent performance of a variety of complex clerical assignments (e.g., those that involve a number of steps/processes and/or referral to a number of different sources and require the use of some judgment to determine appropriate disposition) in accordance with general instructions and established policies and procedures.

3. Assists a higher level Clerical Supervisor, which has overall responsibility for the work of two or more groups of subordinates, by serving as the immediate supervisor of one group of subordinates which perform senior level clerical work (comparable to Office Assistant IV) which is characterized by the independent performance of a wide range of clerical functions where some originating and planning of work are required, and/or a variety of highly complex clerical or administrative tasks that are primarily substantive in nature and require evaluating information for conformance with established requirements, interpreting laws, rules and regulations in order to determine appropriate disposition, and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures.

CLERICAL SUPERVISOR III (1.013) - This class consists of two types of positions.

1. Supervises, through one or more full or working subordinate supervisors, and has overall responsibility for, two or more groups of subordinates which perform journey level clerical work (comparable to Office Assistant III) which is characterized by the independent performance of a variety of complex clerical assignments (e.g., those that involve a number of steps/processes and/or referral to a number of different sources and require the use of some judgment to determine appropriate disposition) in accordance with general instructions and established policies and procedures.
2. Serves as the immediate supervisor of, with overall responsibility for, the work of a group of subordinates which perform senior level clerical work (comparable to Office Assistant IV) which is characterized by the independent performance of a wide range of clerical functions where some originating and planning of work are required, and/or a variety of highly complex clerical or administrative tasks that are primarily substantive in nature and require evaluating information for conformance with established requirements, interpreting laws, rules and regulations in order to determine appropriate disposition, and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures.

CLERICAL SUPERVISOR IV (1.014) - Supervises, through one or more full or working subordinate supervisors, and has overall responsibility for, two or more groups of subordinates which perform senior level clerical work (comparable to Office Assistant

IV) which is characterized by the independent performance of a wide range of clerical functions where some originating and planning of work are required, and/or a variety of highly complex clerical or administrative tasks that are primarily substantive in nature and require evaluating information for conformance with established requirements, interpreting laws, rules and regulations in order to determine appropriate disposition, and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

1. Plans, lays out, assigns, coordinates, schedules, directs and reviews the work of subordinates.
2. Plans and coordinates the work of distinct functional units to efficiently and effectively achieve the unit objectives.
3. Participates in meetings with representatives of other units or organizations to work out problems and changes to achieve necessary coordination.
4. Assesses the overall adequacy of work production, and revises or recommends revisions to clerical work flow, policies, procedures, forms, etc.; and devises methods, techniques and other means for improvement.
5. Conducts staff meetings, as required.
6. Handles complaints and explains applicable laws, rules and regulations.
7. Carries out or supervises various housekeeping functions of the unit supervised.
8. Approves or recommends the approval of vacation schedules and leaves; recommends the approval of personnel transactions (e.g., promotions, reassignments and other employment status changes) of assigned subordinates.
9. Establishes or recommends establishing quantitative and qualitative standards of performance, and reviews and evaluates the work of subordinates.
10. Counsels employees and recommends disciplinary action when necessary; handles employee grievances and recommends appropriate action.
11. Participates in selection interviews and recommends hiring of new employees.
12. Provides orientation for new employees, and provides for training and development of subordinates.

13. Maintains records of work and operational activities, and prepares correspondence and reports.

KNOWLEDGE AND ABILITIES REQUIRED: *(The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

*“P” indicates prerequisite knowledge and abilities, that must be brought to the job.
“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

CLERICAL SUPERVISOR	I, II, III	IV
KNOWLEDGE OF:		
1. Correct use of English grammar, spelling, punctuation, word usage and arithmetic	P	P
2. Office practices and procedures	P	P
3. Operation and maintenance of common office appliances and equipment	P	P
4. Principles and practices of supervision	A	P
ABILITY TO:		
1. Plan, lay out, assign, coordinate, schedule, review and direct the work of others	P	P
2. Understand general program operations and organize the clerical work of a unit to support program operations and functions	P	P
3. Effectively handle emergency and workload problems	P	P
4. Maintain various office records	P	P
5. Communicate oral and written instructions effectively	P	P
6. Write simply and directly	P	P
7. Compare words and numbers quickly and accurately	P	P
8. Perform arithmetic computations	P	P
9. Operate and maintain office appliances and equipment	P	P
10. Compose correspondence, maintain records and prepare operational reports	P	P
	P	P
12. Deal with others in a tactful and polite manner	P	P
13. Supervise, assign, review and evaluate the work of others	A	P

MINIMUM QUALIFICATION REQUIREMENTS

Experience Requirements

Applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	Clerical Experience (Yrs)	Supervisory Exp (Yrs)
Clerical Supervisor I	2-1/2	*
Clerical Supervisor II	3-1/2	*
Clerical Supervisor III	4-1/2	*
Clerical Supervisor IV	4-1/2	1

Clerical Experience: Responsible work experience which involved independently performing a variety of clerical tasks and demonstrated knowledge of and competence in carrying out office practices and procedures in clerical work systems and the operation of various kinds of office equipment and technologies. The experience must also have demonstrated knowledge of and competence in the use of English grammar, spelling, punctuation and arithmetic; and the ability to read and understand oral and written instructions, write simply and directly and compare words and numbers quickly and accurately.

Non-Qualifying Experience: Experience limited to the performance of simple and repetitious clerical work which primarily involved a short cycle of tasks and manual dexterity shall not be considered qualifying. Examples of such non-qualifying work include, but are not limited to, tasks such as wrapping and unwrapping articles; opening envelopes, folders and similar containers; affixing tags and labels; rearranging or tidying up office desks and equipment; and delivering, distributing, or collecting correspondence or parcels.

Supervisory Experience: Supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

*Applicants for Clerical Supervisor I, II and III must possess Supervisory Aptitude. Supervisory Aptitude is the demonstration of aptitude or potential for the performance

of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed

1. Graduation from high school, or equivalent, may be substituted for six (6) months of Clerical Experience.
2. Successful completion of a substantially full-time clerical/office support/business technology curriculum leading to a degree, diploma or certificate at an accredited community college, business or technical school which included courses in English, clerical/office procedures, and mathematics, may be substituted for the required Clerical Experience on the basis of fifteen (15) semester credit hours of satisfactorily completed coursework for six (6) months of experience, up to a maximum of two (2) years.
3. Education in a baccalaureate program at an accredited college or university may be substituted for Clerical Experience on the basis of fifteen (15) semester credit hours for six (6) months of experience, up to a maximum of two (2) years.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

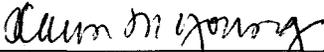
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the class specifications and minimum qualification requirements for the classes CLERICAL SUPERVISOR I, II, III and IV, which were approved on November 26, 1974, and September 9, 2008, respectively.

DATE APPROVED: 10/8/2012



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