

PART I	DEPARTMENT OF PERSONNEL SERVICES	1.825
	STATE OF HAWAII	1.826
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Class Specifications
for the:

STAFF SERVICES ASSISTANT/SUPERVISOR SERIES

Series Definition:

This series includes all classes of positions which are responsible for providing a variety of basic administrative housekeeping services in support of the operations of a program or programs in a district or divisional office. It may also include a position serving at a departmental level in a comparable capacity due to the character and size of the department's programs and the manner of organization.

Positions in this series are in charge of a staff services office including the supervision of clerical subordinates. The positions, to a significant degree, advise and assist in budget and fiscal, purchasing and inventory, personnel, and general clerical services in fulfilling administrative housekeeping and program requirements. These positions require knowledge and skills in clerical work processes pertinent to the foregoing areas, including clerical recordkeeping and reporting, dealing with program and other staff personnel, and supervising subordinate clerical personnel. Division and/or departmental, and central agency guidelines are utilized in the conduct of basic administrative housekeeping services.

Levels in this series are distinguished on the basis of the scope and complexity of services provided, the independence of action with which work is performed as indicated by the staff services office location, and the nature and scope of supervision exercised. Number of subordinates is designated for each level for bargaining unit purposes and as a reflection of the nature and scope of services provided.

Excluded from this series are positions responsible for business office services in hospital, institutional and transportation facilities management settings which are characterized by such factors as considerable income-generating and/or contracting activity, significant involvement with client, user, vendor, contract, concessionaire and/or other groups in resolving problems, conflicts or deficiencies; and/or provision of extended services on a 24-hours a day/7-days a week basis, and different staffing requirements affecting bargaining unit designation.

Also excluded from this series are positions which are concerned with the performance and/or supervision of one or a few staff services, and are allocable to such series as Account Clerk, Purchasing Technician, Personnel Clerk/Technician, and Clerical Supervisor.

This is the first class specification for the new STAFF SERVICES ASSISTANT/SUPERVISOR SERIES.

DATE APPROVED: 7/18/86

/s/ James H. Takushi
JAMES H. TAKUSHI
Director of Personnel Services

STAFF SERVICES ASSISTANT I

1.825

Duties Summary:

Plans, organizes and conducts administrative housekeeping services; may supervise a clerical assistant; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for administrative housekeeping services in support of program operations and activities in serving a divisional or district level program manager and program staff. There is significant involvement in advising and assisting in budget and fiscal, purchasing, personnel and other services in fulfilling administrative housekeeping and program requirements. Supervision may be exercised over one (1) clerical subordinate.

Examples of Duties:

Verifies and compiles expenditure information for budget planning purposes, and discusses program unit needs with several unit heads; drafts budget estimates in required format for discussion and revision with program manager, and directs typing of final copy; proposes expenditure plan for approval based on allotment, and follows through on final typing and transmittal; establishes recordkeeping of encumbrances and expenditures, informs unit staffs on purchasing procedures and allotment controls, reviews requisitions and monitors expenditures, reports possible shortfalls, etc.; oversees use of a petty cash fund; maintains control of service contracts for office equipment and obtains bids from vendors, and may accept informal bids for minor maintenance within set limits; maintains a master inventory of office equipment and

vehicles; effectuates equipment transfer and disposals as approved; may supervise a clerical subordinate in the maintenance of records, the preparation of various operational reports, and the reconciliation of records; advises program staff on personnel rules, regulations and procedures, and relays inquiries and information; maintains control on correspondence requiring response; maintains operating manuals; may plan, organize, direct and evaluate the work of a subordinate.

Knowledge and Abilities Required:

Knowledge of: Office practices and procedures, including records maintenance and filing, word and mail processing, and reception and related services; use and operational maintenance of standard office equipment; administrative housekeeping services, including fiscal recordkeeping, purchasing and inventory, and personnel recordkeeping.

Ability to: Plan, organize, and carry out a variety of basic administrative housekeeping services functions and activities; learn budget preparation and expenditure control; learn and understand office automation; understand general program functions and activities; deal with a variety of administrative housekeeping services and seek advice and assistance as necessary; deal effectively with program staff serviced, and schedule and coordinate work in order to meet established deadlines; give and receive oral and written instructions, and direct the work of a clerical subordinate.

STAFF SERVICES SUPERVISOR II

1.826

Duties Summary:

Plans, organizes and conducts administrative housekeeping services, and supervises clerical assistants or others; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for administrative housekeeping services in support of program operations and activities in serving a divisional or district level program manager and program staff, including substantial personal involvement in staff services details on a periodic or cyclical basis. Supervision is exercised over 2-4 clerical subordinates.

This class may also include a position in charge of facilities maintenance in a field area separate from the program manager and requiring supervision and oversight

of a relatively small number (2-4) of custodial and maintenance personnel. The position carries out all staff services as well as serving as departmental representative in dealing with the public, repair and maintenance contractors, headquarters officials, and others.

Examples of Duties:

Verifies and compiles expenditure information for budget planning purposes, and discusses program unit needs with unit heads; drafts budget estimates in required format for discussion and revision with program manager, and directs typing of final copy; proposes expenditure plan based on allotment for approval, and directs final typing and transmittal; establishes recordkeeping of encumbrances and expenditures, informs unit staff on purchasing procedures and allotment controls, reviews requisitions and monitors expenditures, reports possible shortfalls, etc.; oversees use of a petty cash fund; maintains control of service contracts for office equipment and obtains bids from vendors, and may accept informal bids for minor maintenance within set limits; may gather information for lease rental negotiations for space needed; maintains a master inventory of office equipment and vehicles; effectuates equipment transfer and disposals as approved; supervises clerical subordinates in the maintenance of records, the preparation of various operational reports, and the reconciliation of records; directs the maintenance of personnel and payroll records and reports, and advises staff on personnel rules, regulations and procedures, and relays inquiries and information; maintains control on correspondence requiring response; directs filing and maintenance of operating manuals; plans, organizes, directs and evaluates the work of subordinates; may give special instructions on priorities and needs to custodial and maintenance staff.

Knowledge and Abilities Required:

Knowledge of: Office practices and procedures, including records maintenance and filing, word and mail processing, and reception and related services; use and operational maintenance of standard office equipment; administrative housekeeping services, including fiscal recordkeeping, budget preparation and control, purchasing and inventory, and personnel recordkeeping; principles and practices of supervision.

Ability to: Plan, organize, and direct a variety of basic administrative housekeeping services functions and activities; understand and apply developments in office automation; understand general program functions and activities; deal with a variety of administrative housekeeping services and seek advice and assistance as necessary; deal effectively with program staff serviced and subordinates, and schedule and coordinate work in order to meet established deadlines; assign and evaluate the work of subordinates, provide training, and perform other supervisory functions.

STAFF SERVICES SUPERVISOR III

1.827

Duties Summary:

Plans, organizes, directs and coordinates administrative housekeeping services, and supervises clerical assistants; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for extensive administrative housekeeping services in support of program operations and activities in serving a divisional or district level program manager and program staff. A position in this class is located in a large office setting characterized by a greater level and scope of activity than is reflected in the next lower level and which may include the additional role of serving a managing board in the conduct of its affairs, assisting a principal staff officer at a departmental level, or assistance in a large county-wide program including supervising several clerical subordinates through a subordinate supervisor. Supervision is exercised over 5-9 clerical subordinates.

Examples of Duties:

Conducts staff services in budget, fiscal, personnel, contract services, building maintenance, purchasing and inventory, equipment assignment or use, and various clerical services, and advises the program manager and others; reviews operations, recommends changes in operating policies and procedures, and implements approved changes; directs and oversees processing and filing of correspondence and records; plans and directs relocation of program staff in new quarters, and rearrangement of office layout; serves as liaison on renovations and changes in telephone system; formulates budget estimates and prepares expenditure plans; monitors expenditures, reports unusual situations, and prepares justifications for transfer of funds; solicits and awards informal bids for services, materials, supplies and equipment; handles all building maintenance requests and control of special entry or use of buildings; coordinates and reviews requisitioning and purchases, and the quarterly and annual inventory of equipment; arranges the transfer and disposal of equipment; directs and coordinates personnel transactions forms and reports preparation, and recordkeeping; plans, organizes, assigns and directs the work of clerical subordinates; interviews and recommends applicants for clerical vacancies; provides training and evaluates performance; assigns or refers staff to assist other units or operations; may serve as recording secretary to a managing board.

Knowledge and Abilities Required:

Knowledge of: Office practices and procedures, including records maintenance and filing, word and mail processing, and reception and related services; use and operational maintenance of standard office equipment; administrative housekeeping services, including fiscal recordkeeping, budget preparation and control, purchasing and inventory, and personnel recordkeeping; principles and practices of supervision.

Ability to: Plan, organize, direct and coordinate administrative housekeeping services functions and activities; understand and apply developments in office automation; understand general program functions and activities; deal with a variety of administrative services, including securing a variety of services and seeking advice and assistance as necessary; deal effectively with program staff, members of the public, and subordinate staff; schedule and coordinate work in order to meet established and emergency deadlines; supervise and direct the work of subordinates, including providing training, evaluating the work of subordinates, and so forth.