

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**PUBLIC SERVICE SUPERVISOR 1**

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**DEFINITION**

Directly supervises at the basic operating level, a small to moderate size staff performing in areas such as general office, administrative or technical support; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Supervises and evaluates the work of a subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Oversees and participates in the work of subordinate employees and/or assigned institution residents or inmate workers to insure that assigned functions are carried out effectively; sets priorities and determines work methods and procedures.

Instructs subordinate employees and assigned institution residents or inmate workers in technical work procedures and safety rules and regulations to prevent accidents and injuries.

Determines equipment and supply needs for assigned areas and initiates or oversees the purchase of adequate quantities to maintain work operations.

Participates in agency budget preparation by reviewing personnel and other resource needs including estimating annual costs.

Evaluates technical policy and procedural aspects of assigned support areas; implements new or modified policies and procedures as needed to effectively carry out service requirements.

Organizes and oversees the preparation and maintenance of files, records, and operational reports required for the assigned areas of responsibility.

Participates in committee and staff meetings to provide input on work activities and requirements for assigned areas of responsibility.

**COMPETENCIES REQUIRED**

Knowledge of the principles and practices of supervisory methods, including selection, termination, training, conducting employee performance evaluations, administering collective bargaining contracts and other functions of a first line supervisor.

Knowledge of agency policies and procedures relating to personnel, budget development and maintenance of resources including supplies, facilities, and equipment.

Knowledge of laws, rules, policies, procedures and other resources available which relate to the assigned areas of responsibility.

Knowledge of various office or maintenance equipment, recordkeeping systems, inventory methods and report formats related to the assigned areas.

Knowledge of occupational safety regulations and procedures for equipment used.

Ability to plan schedules, give guidance and assign the work of subordinates through verbal and written instruction or demonstration in order to make the most effective and efficient use of staff.

Ability to determine training needs, and to provide orientation and training for subordinate staff.

Ability to follow written and oral instructions in order to complete work as assigned.

Ability to maintain moderately complex records and complete forms relating to the use, maintenance, and service of agency equipment.

Ability to obtain a commercial or chauffeur license to drive cars, buses and vans in order to transport patients or inmates when other drivers are unavailable.

Ability to perform the essential functions of the specific position as documented in the Position Description Questionnaire.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from high school or GED and the equivalent of three years of full-time work experience in general office administrative, or specialized technical support work experience;

OR

an equivalent combination of education and experience substituting the completion of one year of post high school course work in one of the above areas for each year of the required experience to a maximum substitution of two years;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience.

#### **NECESSARY SPECIAL REQUIREMENTS**

Designated positions in this job class require applicants to obtain the required Commercial Drivers License and endorsements within a period of time as determined by the appointing authority at the time of hire.

#### **NOTE:**

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.