

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**

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**PUBLIC SERVICE SUPERVISOR 2**

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**DEFINITION**

Provides supervisory, management and support services at the second degree operating level in programs that have a limited to moderate impact in an organizational entity; 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 procedures.

Assigns ongoing work to subordinates; explains methods and procedures giving special instructions on unusual problems and situations; spot checks work in process or upon completion; participates in on going work.

Performs analytical support program work in such fields of specialization as accounting, budgeting, purchasing, property management, records management, supply program management, and office management.

Works with agency program specialists and supervisors and explains and interprets regulations and procedures; coordinates and improvises work schedules and systems.

Provides detailed responses about technical support programs and organization activities; explains criterion for evaluations, status of projects or program activities, coverage and limitations of services or programs, reasons for regulations or procedures and how systems function and processes interrelate.

Drafts recommendations for policy and procedural changes for approval by a higher authority.

Compiles statistical or narrative information for agency personnel, other state, federal, county or municipal officials, legislators, the news media, and the general public; prepares charts, and/or tables, narrative or fill-in-the-blank reports, and/or requests computer printouts.

Selects or recommends specific building space, maintenance services, and utilities; obtains bids, negotiates terms and conditions, or approves installations and repairs.

Provides direction and coordination of building custodial and sanitation services to provide a sanitary and pleasant environment for employees or residents and visitors.

Determines cost of reproduction jobs by using a schedule of pricing, considering hours of equipment and operator time, hours of composition and binding time, and quantities and costs of negatives, masters, paper and supplies to compile a total cost figure for the agency or department.

Directs and oversees the record keeping of all receipts, shipments, transfers, shortages, and breakage of supplies, materials, and/or merchandise by having inventory control system maintained.

Plans, coordinates and directs programs for the maintenance and beautification of building premises and grounds by determining priorities, scheduling work projects, interpreting departmental policies, rules and regulations, establishing operational policies, methods and procedures; determines project priorities and needs by preparing estimates of material costs and length of time required to complete each project.

**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 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 communicate with vendors, service facility personnel and others to coordinate schedules and to obtain or receive information or service.

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

Ability to organize and present factual information and ideas clearly and precisely in order to apprise administration of the status of assigned operations.

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 four 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 (the equivalent of 30 semester hours) of post high school course work in a technical support area or in

business or public administration areas for each year of the required experience to a maximum substitution of three years;

OR

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

OR

employees with current continuous experience in the state executive branch that includes the equivalent of one year of full-time work as a Public Service Supervisor 1.

**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.

Effective Date: 8/08 DF