

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

PUBLIC SERVICE SUPERVISOR 3

DEFINITION

Provides supervisory, management and support services at the third degree operating level in programs that have a 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 policies and procedures.

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

Makes recommendations concerning budget, personnel and related resource requirements for the area supervised based upon past experience, anticipated workload and production capability of the unit.

Gathers, analyzes and compiles data to prepare narrative and statistical reports on unit activities.

Provides input into the development and modification of inter and intra unit policies, methods and procedures such as work and applicant flow, and recordkeeping of policies, methods and procedures.

Explains the work of the unit, program policies and procedures to interested parties such as clients, attorneys and other departmental staff; drafts detailed responses about programs, regulations, procedures, activities and status of projects; compiles statistical or narrative information about the program.

Coordinates the work activities of the unit with other related agencies and persons to achieve effective program results.

Represents the department at various and related business meetings.

Plans work activities and sequential operations on a daily, weekly, monthly or longer term basis.

Exercises a substantial measure of responsibility and accountability for the technical soundness of the work which is supervised.

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 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 obtain a commercial or chauffeur license if necessary for the job.

Ability to perform the essential functions of the specific position as documented on 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 a GED and the equivalent of five years of full time work experience in general office, facilities maintenance, warehousing 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 four 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 two years of full time work as a Public Service Supervisor 2.

NECESSARY SPECIAL REQUIREMENTS

Designated positions in this job class require applicants to obtain the required Commercial Driver's 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