

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Office Supervisor V-WIC
Department : Health/WIC
Revised : September 2019

Class : Administrative Support
FLSA: Non-exempt

This job description supersedes any prior description for the Office Supervisor V classification.

GENERAL DESCRIPTION

Extremely responsible clerical work including supervisory responsibility. Supervision is provided to a number of clerical subordinates and supervision is received from a department director or division supervisor, who reviews work through periodic consultations. This class is differentiated from the Competitive Service level IV classes by the complexity and responsibility of work performed and by the level of supervisory responsibilities.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises and evaluates the work of clerical subordinates; trains clerical staff on specific job duties.

Assists with interviewing and recommending candidates for hire within the unit.

Talks with the public and other WIC Programs by telephone and in person on a wide variety of matters; resolves these contacts in the best interest of the County and of the WIC Program.

Plans, organizes, and reviews work, work flow, and procedures/responsible for quality assurance for staff.

Prepares complex periodic and special reports; prepares a variety of public information releases for the department.

Attends Management team and Board of Health meetings.

Composes correspondence using independent judgment.

Interprets and explains policies and programs to subordinate employees and to the public.

Verifies payroll data for the processing of payroll.

Assists with preparation of the annual budget.

Performs the work of lower level positions as necessary.

Assists Program Manager in development, implementation and evaluation of goals, objectives, policies, and procedures, and programs for nutrition, state audits, corrective action plans, and follow-up.

Acts as Vendor Manager for Rowan County WIC and attends annual trainings to review changes in vendor management; provides trainings for local vendors.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of office practices and procedures.

Thorough knowledge of the content and substance of the organization's programs and operation.

Considerable ability to summarize, compile, and tabulate narrative and numerical material.

Considerable ability to communicate effectively in person and by telephone.

Ability to coordinate work assignments with other individuals.

Ability to compose a variety of materials independently.

Ability to interpret and apply applicable program content and make necessary decisions.

Ability to plan, organize, and review work, work flow, and procedures.

Ability to train and effectively manage a group of subordinate employees.

Ability to maintain work standards and to evaluate employee performance.

Ability to exercise judgment and discretion in analyzing and resolving employee problems.

Ability to utilize various computer software applications including WIC Crossroads, Munis, Microsoft Word, Excel, and PowerPoint with proficiency.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with staff and the public.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

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MINIMUM EXPERIENCE AND TRAINING

Associate's Degree from an accredited college or university in Secretarial Science, Business Administration, or related area and one year of responsible clerical work; or graduation from high school and three years of progressively responsible clerical work; or equivalent combination of training and experience.

**This job description does not create an employment contract,
implied or otherwise.**