

Classification Specification: Clerical Supervisor

Classification Number: 12115 Pay Grade:
Effective Date: September 27, 2013 Current Exemption Status: Nonexempt

Position Summary

Oversees the daily operations of the department's front desk area. Receives payments. Gathers information to complete department paperwork. Provides customer service to internal and external customers. Supervises clerical specialist or other staff.

Essential/Primary Duties

- Oversees daily balancing of receipts; creates and records deposits.
- Supervises clerical specialists at the front desk; completes performance evaluations; coordinates workflow; schedules staff and approves time reporting.
- Oversees and performs administrative functions in the department.
- Assists in creating and maintaining department schedules.
- Schedules appointments and answers questions about the department and related matters.
- Assists with the creation of statistical reports for department operations.
- Coordinates with various other offices, colleges and departments throughout the university.
- Schedules and ensures set up for monthly departmental meetings.
- Assists with development of office procedures and processes. Updates procedural manual and related forms. Trains and assists new employees.
- Answers and routes calls. Makes appointment reminder calls. Sorts and distributes mail.

Experience and Education

Experience

- One year related experience required; previous supervisory experience and/or training required

Education

- High school diploma or GED required

Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

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Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to communicate clearly verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Ability to query, run reports, and modify data in financial system(s)
- Ability to access and maintain document imaging systems including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence

Supervisory Responsibility

Full-Time

Clerical Specialists

Part-Time

Clerical Specialists

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

None