

Support Services Supervisor



General Summary of Classification:

Manages the staff, operations, budget and special projects of the Support Services Center (Center); prepares estimates for services provided by the Center (Postage, Copy Center, Print Shop and Clerical Storeroom); ensures the proper billing of services provided by the Center; oversees the County records storage contract; collaborates with County agencies to develop and handle special mail-processing capabilities; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Supervises Center staff, includes primary responsibility for hiring/selection, providing training, coaching and feedback, approving work leave requests and timecards, managing work assignments and special projects, handling work performance issues, completing and delivering performance appraisals, etc.;
- Manages Center copy and print operations and courier services, includes preparing budgets and managing operations within an approved budget, collaborating with County agencies and departments on the development of special projects and mailings to be handled in the Center, providing estimates for services and special projects, ensuring accurate billing for provided services, overseeing equipment maintenance and repairs, researching and recommending equipment purchases and replacements, updating and maintaining the Center's operating and safety (including OSHA) policies and procedures, overseeing the funding and payments for the postage meters and self-reducing accounts, ensuring adequate inventories of supplies, preparing and maintaining all Center operation's files and reports, ensuring timely and reliable courier services;
- Develops and maintains Center's SharePoint site including information on print and copy center forms and submissions;
- Oversees the County records storage contract including annual destruct services and file retrievals, ensures County policies and practices for records maintenance, storage, retrieval and disposition adhere to mandated requirements;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of USPS mail handling regulations and County policies related to mail and packages; sound working knowledge of Library of Virginia public records handling requirements; sound working knowledge of printing and copying layouts, formats, and materials; sound math, budgeting and estimating skills; sound project management skills; ability to create and maintain content on a SharePoint site.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, various wireless technologies and peripherals; sound working knowledge of the safe operation of a wide variety of mail sorting equipment, postage metering machines, inserters, copying and print equipment.
- **Interpersonal, Communication and Customer Service:** Establishes and maintains sound working relationships with staff in the Center, County agencies and departments and vendors; sound verbal and written communication skills; communicates effectively with all levels of County staff; effective training and supervisory skills; works well independently and as part of a team; excellent collaborative skills; sound problem solving and decision-making skills.
- **Decision-making and Authority:** Adheres to all established County, department and Library of Virginia policies; establishes, reviews and revises Center's policies and procedures, accurately determines the most efficient and cost-effective handling of Center's operations and special projects.
- **Leadership:** Supervisory. Serves as the Center's primary contact; collaborates with staff, internal and external stakeholders to plan and manage projects, and to resolve questions, concerns and other operational and/or service-related issues.
- **Environment:** Works primarily in an indoor setting and a noisy environment, requires the proper use of hearing protection, equipment-related safety devices, and personal protection equipment (PPE).
- **Physical:** Visual and hearing acuity sufficient to engage in effective collaborations, inspections of equipment, monitor equipment operations, ensure the safety of self and others, monitor budgets and accounts and perform quality control checks. Physical abilities sufficient to assist with copy, print and courier operations as needed.

Minimum Education and Experience:

Education: Completion of high school or GED;

Experience: Four (4) years of relevant experience including previous supervisory experience;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification. Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.