

SNOHOMISH COUNTY JOB DESCRIPTION
HUMAN SERVICES SUPPORT STAFF SUPERVISOR

Spec No. 2247

BASIC FUNCTION

To supervise a variety of complex office and case management functions for an official, department head or division manager.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, organizes, coordinates and supervises the work of four or more full time support staff and/or case management aides; participates in and makes recommendations concerning the hiring, discipline, transfer, and termination of subordinate employees; advises, assists, trains and evaluates subordinates as necessary.
2. Oversees custody of and processes confidential departmental information such as client records, caregiver records and background checks.
3. Oversees management of paper and electronic client and caregiver records, entry and maintenance of client information in computerized databases and submission of reimbursement requests to state funding agencies.
4. Verifies time cards and maintains vacation, sick leave, overtime and comp time records.
5. Develops, recommends and implements procedural changes.
6. As Public Disclosure Specialist provides information to the public regarding departmental services, policies and procedures.
7. Serves as Site Coordinator with the training partnership for training and certification of caregivers.
8. Serves as liaison with the agency contract database for caregiver contracts.
9. Schedules appointments and arranges meetings and travel arrangements as required.
10. Acts as liaison with DSHS local and central offices and other Area Agencies on Aging regarding file transfer and maintenance issues.
11. Acts as Fleet Manager for case management program coordinating maintenance check out process and gas cards for division vehicles.

STATEMENT OF OTHER JOB DUTIES

12. May take, transcribe and edit minutes/summaries at formal meetings or hearings.
13. May perform all the duties of subordinate employees as required.

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STATEMENT OF OTHER JOB DUTIES (Continued)

14. Performs related duties as required

MINIMUM QUALIFICATIONS

Three (3) years of related secretarial and/or office experience; OR, any combination of training and/or experience that provides the required knowledge and abilities. Previous supervisory experience is preferred. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- office practices and procedures;
- supervisory methods and techniques;
- rules of grammar, English, spelling, punctuation and word usage;
- Operation and maintenance of computerized data base systems.

Ability to:

- effectively supervise, train, coordinate and evaluate the work of subordinate employees;
- establish and maintain effective work relationships with superiors, peers, subordinates and the general public;
- maintain necessary records and prepare required reports;
- understand and interpret work related laws, regulations and procedures;
- communicate effectively both orally and in writing;
- make decisions under pressure;
- meet deadlines and cope with interruptions;
- operate standard office machines and equipment;

SUPERVISION

Employee receives direction from an administrative superior as assigned.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: October 2002

Revised: May 2014

EEO Category: 6 – Administrative Support

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous