

EDITED KSAPC LISTING

CLASSIFICATION: OFFICE SERVICES SUPERVISOR I (GENERAL & TYPING)

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of modern office methods (e.g., written/verbal communication and time management, etc.) to maintain and retrieve information, respond to inquiries from staff and the public, and to train staff and inmates/parolees.
K2.	Basic knowledge of office stationary to routinely inventory and maintain supply levels.
K3.	Comprehensive knowledge of operating equipment (e.g., computer software, fax/copier/printer/scanner, etc.) to process documents and forms.
K4.	Comprehensive knowledge of business English and correspondence to accurately proofread/edit documents produced within the office environment.
K5.	Basic knowledge of the principles and techniques of effective supervision to train and direct staff.
K6.	Basic knowledge of the Department's Equal Employment Opportunity (EEO) Program objective to promote a positive and safe work environment.
K7.	Comprehensive knowledge of mathematical computations necessary in an office setting (e.g., various funds, leave balance, inventory, etc.) to ensure accurate records are maintained.
K8.	Basic knowledge of institutional policies and procedures to maintain safety and security for staff, inmates/parolees, and general public.
K9.	Basic knowledge of required principles of documentation to ensure accuracy.

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KSAPC Statements	
Ability to:	
A1.	Perform clerical work, including ability to spell correctly, use business English and make basic mathematical computations to maintain departmental standards.
A2.	Follow oral and written directions to carry out tasks effectively.
A3.	Evaluate situations accurately and take effective action to minimize error.
A4.	Communicate effectively at a level required for successful job performance to maximize efficiency.
A5.	Compose comprehensive reports and keep accurate documentation to convey information clearly.
A6.	Communicate effectively with staff and the general public to resolve issues.
A7.	Maintain professionalism, courtesy, and respect to all employees, inmates/parolees, the general public and outside agencies to support the department's mission and vision.
A8.	Apply specific office policies/procedures to ensure mandated rules and regulations are followed.
A9.	Effectively plan, direct, train and supervise the work of others to ensure departmental objectives are met.
A10.	Effectively contribute to the department's Equal Employment Opportunity objectives to promote a positive and safe working environment.
A11.	Bend, lift, carry, and stack heavy objects to perform essential job functions.