

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

PUBLIC SERVICE SUPERVISOR

POSITION CODE: 37017

Effective: 09-01-14

DISTINGUISHING FEATURES OF WORK:

Public Service Supervisors perform high level administrative functions in agencies, boards, and commissions subject to the Personnel Code and supervise lower level staff; staff supervised are neither working supervisors nor professionals in classes requiring certification, licensure or registration. Positions allocated to this class serve as policy implementing supervisors.

Key management functions of Public Service Supervisors require the exercise of discretion in controlling or directing the organization's supportive program and determining the judicious use of means to accomplish an end. Such positions are charged with responsibility to direct the effectuation of management policies. Decisions made may significantly affect the agency's policies or its fundamental methods.

Common to all positions in this class are the administrative nature of work and supervisory responsibilities. The Public Service Supervisor class encompasses positions where the scope of the operation and associated administrative and managerial duties is not as great as that of the Senior Public Service Administrator but where work performed is higher than that of first level management positions. To determine whether allocation to this class is appropriate, a comparative analysis with related positions should be conducted. Excluded from this class are senior management positions serving either as policy makers or administrators of major agency programs, higher level administrative supervisory positions, positions encompassed by other existing classes within the Classification Plan, and positions not covered by collective bargaining.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a staff composed of lower level professionals, paraprofessionals, technical and/or clerical staff. Assigns and reviews work, provides guidance and training to assigned staff, counsels staff regarding work performance, reassigns staff to meet day-to-day operating needs, establishes annual goals and objectives, approves time off, prepares and signs performance evaluations, provides notice of disciplinary actions after consultation and direction from non-bargaining unit staff and takes other administrative actions in order to make recommendations to upper level management.

PUBLIC SERVICE SUPERVISOR (Continued)

2. Organizes, plans, executes, controls, and evaluates the operation of a supportive program; implements policy for the total management process of the supportive agency program; plans for the effective and efficient utilization of program resources and organizes the goals and objectives of the supportive program; confers with management on the integration of program function activities to resolve administrative problems and program function improvements; performs the major controlling impact on the outputs of the program activities; implements studies of program evaluation; establishes priorities among assignments, establishes times of completion and quantity and quality of work products and services; monitors output in order to ensure adequate work flow; identifies and discusses program projects, problems and issues; meets with representatives of other agencies or with representatives of other governmental jurisdictions and outside parties to discuss interagency or intergovernmental issues.
3. Supervises a small section of Information Services Specialists/Information Systems Analysts engaged in performing a full range of systems analysis functions ranging from design and development to maintenance and enhancements of systems; plans work schedules and sequences of operations to assure an even flow and distribution of work, the expeditious handling of priority cases and the meeting of schedules and deadlines; evaluates need and makes recommendations concerning the maintenance or replacement of equipment and the maintenance and safety of the operations area.
4. Implements and evaluates policies and procedures affecting casework and investigative decisions; establishes local operating policies, practices and procedures; identifies and evaluates the utilization of available community resources; works with regional managers of supportive service programs to integrate services within assigned geographic area through contacts with officials at all levels of government and private and volunteer agencies; establishes and maintains effective public relations for the department, advisory councils, and civic organizations; monitors expenditures; requisitions the procurement and maintenance of office equipment and supplies; serves as contact person with vendors on subsequent problems with adequacy of facilities.
5. Serves as liaison with a variety of organizations that may be able to supply funds, training and technical assistance in particular areas; monitors budgetary expenditures by program area; assists in the budgetary process by developing program narratives and justifications; reviews and approves expenditures of funds authorized; prepares a variety of materials designed to explain and interpret a specific or linking program; speaks before various groups to explain and interpret program philosophy and requirements; develops and utilizes professional channels of communication with state, federal and other agencies.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

PUBLIC SERVICE SUPERVISOR (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with courses in business or public administration.;

Requires prior experience equivalent to two years of progressively responsible administrative experience in a public or business organization.

Specific educational and experience requirements vary by position and relate to the position's duties and responsibilities as defined by the agency of employment and as approved by the Director of the Department of Central Management Services or his/her designee.

Knowledges, Skills and Abilities

Requires extensive knowledge of public and business administration, principles and practices.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems.

Requires extensive knowledge of agency policies and procedures.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

Requires ability to develop, install and evaluate new and revised methods, procedures and performance standards.

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services.

Requires ability to develop and maintain cooperative working relationships.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.

May require possession of an appropriate valid driver's license and/or an ability to travel.