



City of Kansas City, Missouri Job Class Specification

Job Title: CLERICAL SUPERVISOR

Department: MULTI

Job Code: 1010

Status: NONEXEMPT

Grade: NE-4

Summary This is highly responsible supervisory clerical work.

Work involves responsibility for the direction of a subordinate staff of employees engaged in maintaining a variety of clerical records. Work requires the establishment of forms, procedures, and records designed to promote the quick and efficient flow of considerable volumes of work. Work frequently involves responsibility for making independent decisions on operation problems within a delegated sphere of activity and assuming personal responsibility for the effect of such decisions. Decisions are usually reviewed only to assure the carrying out of established policies.

**Duties and
Responsibilities**

- Performs highly responsible supervisory clerical work requiring the exercise of independent judgment in making relatively important decisions; supervises and trains subordinate employees in technical phases of the work.
- Plans, assigns, and reviews the work of subordinate clerical personnel; establishes standards of work performance, work routines, and schedules; maintains reporting systems in order to evaluate the work of subordinates and to maintain established standards of work performance.
- Supervises and participates in the work of a clerical unit(s) involving such functions as issuing permits and licenses; receipting and processing of fees; preparing registers, dockets and records; and answering difficult questions over the counter or on the telephone.
- Interprets departmental rules, regulations, and procedures in individual cases; instructs subordinates in the application of specific instructions, rules and regulations.
- Processes construction contract documents; checks for completeness, accuracy, and conformance with specifications and contract provisions; supervises filing of same.
- Performs related duties as required.

Technical Skills	Thorough knowledge of: Office methods and procedures, and of the more common office equipment. The elementary practices of bookkeeping and financial record keeping procedures.
	Considerable knowledge of: The principles and practices of office management.
	Ability to: Supervise the preparation and maintenance of complex records, and the preparation of tabulations from such records. Establish standards of work performance and to evaluate results in terms of such standards. Plan, organize, assign, and supervise the work of a number of clerical subordinates. Interpret rules, regulations, and policies and to make decisions based upon such interpretations. Design forms and records, and to devise procedures to promote efficiency and expedite the flow of work.
Education and Experience	High school graduation and five (5) years increasingly responsible experience in clerical or administrative work including two (2) years experience at the level of Information Processor. Or High school graduation supplemented by an associate degree in secretarial sciences or office management and three (3) years of increasingly responsible experience in clerical or administrative work including two (2) years experience at the level of Information Processor.
Certificates/ Licenses/Special Requirements	Must pass a background check as prescribed by the City.
Supervisory Responsibility	Supervision is exercised over assigned personnel.
Supervision Received	Work is performed under general supervision.
	Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.
Created	3/86
Revised	10/92, 7/00, 9/06, 1/08,8/2022 , 01/2024