



**JOB POSTING**

**POSITION TITLE:** Office Supervisor  
**LOCATION:** Courthouse  
**HIRING RANGE:** \$66,888 – 74,319/Yr.  
**STATUS:** Full time  
**HOURS PER WEEK:** 40  
**WORK HOURS:** 8 am – 4:30 pm

**APPLICATION DEADLINE:** Recruitment will be ongoing

*Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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**WINNEBAGO COUNTY  
POSITION DESCRIPTION**  
*January 2020*

**POSITION TITLE:** Office Supervisor  
**DEPARTMENT:** Child Support  
**PAY BASIS:** Salaried

**PURPOSE AND SUMMARY:**

Manages the daily operations of the Child Support Agency, including staff supervision and training; budget administration and activity reporting; managing unresolved client complaints; and performing various operational tasks as required.

**ESSENTIAL FUNCTIONS:**

1. Provides direct daily supervision including taking a lead role in the hiring and selection process, performing attendance and payroll functions, recommending disciplinary actions, and assigning duties to staff.

2. Develops forms and procedures to help streamline the workflow. Keeps program and department resource manuals up to date.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Oversees the provision of telephone and in-person customer service; monitors contacts. May personally handle especially time-consuming or difficult situations and provide other information to the public.
2. Conducts regularly scheduled staff meetings and arranges training and planning sessions to keep subordinates abreast of policies and procedures.
3. Ensures that workloads are equitably and reasonably distributed to prevent undue backlogs and minimize the need for overtime.
4. Assigns maintenance of inventory of all office supplies and equipment as needed.
5. Coordinates vacation requests and evaluates the need for overtime.
6. Ensures that workplace conflict is kept to a minimum by taking actions that promote a pleasant and comfortable work atmosphere and apprising the director of problems.
7. Represents the Director when the Director is unavailable.
8. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to the Director of Child Support.
2. Supervises Child Support Specialist – Lead, Child Support Specialist, Financial Associate II, Administrative Associate I, and Administrative Aide.
3. Maintains credibility and effective working relationships with the Courts and the Agency, local elected and appointed officials, state program officials, and other Child Support related professionals.
4. Builds and maintains positive working relationships with co-workers, other County employees and the public using principles of good customer service.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION**

1. Bachelor's Degree in Supervisory Management, Business Administration, public administration, human services, or a related field of study required.
2. At least five years' relevant work experience.
3. Some supervisory experience preferred.
4. An equivalent combination of education, training, and experience sufficient to demonstrate the skills, knowledge, and abilities to perform the duties of this position may be used in place of specific requirements.
5. Ability to obtain and maintain access to Federal Tax Information (FTI).

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Considerable and demonstrated proficiency in supervising, training, coaching, motivating and assigning work to subordinates.
2. Conflict-resolution skills required.
3. Ability to demonstrate a strong work ethic and leadership skills, exemplary customer service abilities and excellent organizational skills including paperwork maintenance, time management and priority setting; must be able to regularly take initiative and work with minimal supervision.
4. Considerable personal organizational skills; must be able to effectively manage own and subordinates' workload.
5. Ability to identify, improve upon and implement effective customer-service methods and sound record keeping.
6. Demonstrated ability to make sound decisions regarding subordinates and office operations.
7. Ability to comprehend and interpret a variety of often complex documents, including case records and reports, statutes, County labor agreements and employee manuals, invoices, job applications, procedure manuals and state statutes.
8. Ability to interpret County policies to employees and enforce them consistently.

**PHYSICAL REQUIREMENTS:**

1. Ability to move freely in the community, including maintaining a valid Wisconsin Driver's License and access to a vehicle.
2. Ability to perform most work from a sedentary position.
3. Ability to function in situations encountered in a normal office setting.