

**Alaska Court System
Class Specification**

CENTRAL SERVICES SUPERVISOR

Range: 14

SOC: 51-1011

EEO4: 07

Class Code: C3702

Definition:

Under general direction, the Central Services Supervisor is responsible for the safe and effective management of the Anchorage warehouse operations, centralized mail services, and print shop. This position monitors and manages re-supply operations and distribution of materials to all court facilities. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees.

Distinguishing Characteristics:

The Central Services Supervisor is a single position job class responsible for the management of warehouse, central mailroom, and print shop functions within Central Services. The incumbent supervises warehouse workers in the performance of safe work practices and processing of stock inventory transactions, and print shop workers in the processing of print requests. The Central Services Supervisor is delegated supervisory responsibility for clerical, technical, and paraprofessional positions.

Duties require detailed knowledge of one or more functional areas. The incumbent must be able to analyze facts and apply the policies, rules, and procedures to situations not previously encountered

Duties require working independently toward general results, devising new methods, and modifying or adapting standard procedures to meet new situations.

Incumbents must make difficult or complex decisions within the scope of applicable policies and procedures and be able to use independent judgment in so doing. Decisions are made on issues that normally have a higher consequence of error.

Supervision Received: Receive general direction from the Chief Financial Officer (CFO) or by the Finance Officer in the absence of the CFO. Routine detailed work is rarely reviewed. Supervision and evaluation are based on the overall production and efficiency of the functions and staff supervised by incumbents in this classification.

Supervision Exercised: The Central Services Supervisor is responsible for the recruitment, training, direction, and evaluation of staff. The Central Services Supervisor may also settle informal disputes or recommend resolutions among subordinates. Responsible, independent judgment is exercised in these functions.

Examples of Duties:

Direct and supervise day to day operations of the Alaska Court System central mailroom.

Direct and supervise the shipping, receiving, and operations of the Alaska Court System warehouse and storage facilities.

Direct and supervise the print shop in the processing of print requests.

Coordinate with purchasing administrators to expedite the shipment of supplies to ensure timely arrival while balancing additional freight and carrying costs with the immediate need for the supplies.

Assist warehouse workers with the distribution functions of the warehouse.

Ensure orders are picked, packed, and shipped in accordance with designated cut-off times.

Recommend and implement changes in procedures to improve the operating efficiency of the unit.

Ensure safe conditions in the workplace and safe handling of parts and materials.

Advise of the availability of postage discounts and changes in postal rates and services offered by the Central Mailroom.

Monitor inventory levels by reviewing inventory quantities and working with the Purchasing Division to assure adequacy of stock levels.

Provide general oversight for the print shop, which is responsible for coordinating and printing all court system materials including booklets, forms, pamphlets, and reports.

Interview, hire, train, evaluate, and discipline subordinate employees. Prepare interim and annual performance evaluations in advance of the due date. Discuss ratings with employee and forward for supervisory review and approval. Review and approve leave requests.

Function as a working supervisor performing the more complex work of the unit as well as the administrative and supervisory duties.

Draft new or revised policies and standard operating procedures; develop and deliver training required to implement new or revised policies and procedures.

Provide consultation and training to Central Mailroom employees regarding State of Alaska and United States Postal Service mail preparation and handling procedures and rate information.

Plan, assign, and review the work of subordinates. Establish daily work priorities and schedules. Monitor daily workflow. Ensure that standards for accuracy and processing are met within established deadlines.

Recommend and implement changes in work procedures. Develop new policies and procedures to meet changing needs. Prepare, maintain, and update procedural manuals and resource materials.

Knowledge, Skills, Abilities:

The Central Services Supervisor requires knowledge of:

- U.S. Postal Service and other courier services rules, regulations, policies and procedures.
- The mechanical operation and adjustment of mailroom equipment.
- The principles of supervision, management and training.
- Microsoft Word and Excel spreadsheet software.

The Central Services Supervisor requires skill in order to:

- Communicate with other employees within the organization, vendors, and shippers, for the purpose of receiving, issuing, shipping, and storing materials, parts, etc.
- Operate standard and specialized office software and database applications.
- Operate in a personal computer environment using word processing and spreadsheet software; Microsoft Word and Excel preferred.

The Central Services Supervisor requires the ability to:

- Follow oral and written instructions, organize and assign work to subordinates.
- Analyze situations and take prompt, effective action.
- Gather and analyze data; reason logically and accurately, and draw valid conclusions.
- Look beyond the limits of standard practices, procedures and policies to successfully solve clerical, procedural, and technical problems.
- Convey information orally and in writing to a variety of individuals in simple, understandable and precise terms.
- Work cooperatively with others to gain their respect and confidence.
- Establish and maintain positive working relationships at all levels of the organization, including senior staff and judicial officers.
- Work effectively under pressure.
- Function with a high degree of initiative, independence, and discretion.

Minimum Qualifications:

Graduation from high school or completion of a General Education Development (GED) certificate AND two years of supervisory, lead, or foreman level experience in a production, mailroom, or warehouse environment AND the ability to type at least 40 words per minute AND possession of a valid Alaska Driver's License.

01/86 – Original

09/11 – Revised, WPA

02/14 – Revised, Remove MQQ's

05/15 – Change SOC code