



## **Office Supervisor #01234**

### **City of Virginia Beach – Job Description**

Date of Last Revision: December 3, 2025

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 21

### **City of Virginia Beach Organizational Mission and Values**

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Supervise the office staff of a department, division, or municipal facility in performing a variety of support functions which may include customer relations, maintenance of files and records, issuance of permits, preparation of reports, maintenance of financial records, billing, collection of fees, etc.; staff size typically consists of multiple employees; and may require working varied hours including nights and weekends.

### **Representative Work Functions and Responsibilities**

- Perform supervisory duties including scheduling of staff, distributing assignments, reviewing work, and monitoring office procedures to ensure efficiency and quality of

work; provide training to staff, conduct performance appraisals, and grant leave and perform other supervisory duties as required.

- Receive calls or deal directly with customers, take suggestions, concerns, and complaints, take appropriate action, and provide a response.
- Use departmental microcomputer database systems to accurately record and manage information related to department programs and services; prepare correspondence and reports using a PC and word processing/spreadsheet software; may operate a variety of complex departmental microcomputer database systems in order to accurately record and manage all revenues and program services; and maintain and verify the accuracy of all records of revenue collected and analyze, correct, and/or document any discrepancies between revenue collected and items or services purchased.
- Maintain and distribute policy, training and operating procedures manuals and handbooks as required.
- Attend meetings, record minutes, and prepare an accurate, organized, written account of the topics discussed, and decisions reached; transcribe, compose, and type various forms of written communication; and take and transcribe difficult dictation involving technical, financial, or legal terminology.
- Supervise the preparation of personnel requisitions, personnel transactions, and disciplinary letters to ensure accuracy and compliance with city, departmental and divisional policies and procedures as well as provide required documentation; and supervise the preparation of payroll and supporting documentation to ensure that appropriate compensation is provided to staff.
- Research and make recommendations regarding operating budget funding allocations and supervise the purchase of all office equipment and supplies to ensure that all purchases are in compliance with established City and department purchasing policies and procedures; maintain an inventory log, periodically perform a physical inventory of office supplies and purchase office supplies as required to maintain an adequate supply; receive deliveries of office supplies to verify shipments and make recommendations regarding new office forms and/or procedures to attain greater efficiency; ensure that a ledger of expenditures and deposits is kept and verify monthly bank statement with ledger for accuracy; and disburse monies from petty cash funds and reconcile the balances of all funds monthly.
- Supervise and assist administrative staff with the development and preparation of a variety of complex departmental financial, statistical, and administrative reports.
- Maintain an orderly and systematic filing system consisting of miscellaneous correspondence, budget records and financial transaction records for revenues and expenditures; and oversee the maintenance of personnel records.

- Operate and troubleshoot micro-computer, calculator, photocopier, and other standard office equipment.
- Perform other job duties requiring skills, knowledge, and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

## **Performance Standards**

- Ensure that reports, minutes of meetings, and other assignments are accurate, complete and are distributed in a timely manner.
- Accurately compile, prepare, and submit required special and mandated periodic reports and notices for compliance, utilizing control systems which include pertinent personnel and accounting practices in a timely manner.
- Thoroughly review personnel-related documents and requests with recommendations and interpretations in accordance with city and divisional policies and procedures.
- Effectively receive calls and visitors and investigate problems, suggestions, concerns, and complaints, taking appropriate action and providing an expeditious response, either orally or in writing, to promote good public relations.
- Make budget recommendations based on accurate research.
- Type and properly format statistical reports.
- Files are maintained in a simple, easy-to-follow and up-to-date manner.
- Effectively train subordinate staff in the proper use of office equipment.
- Perform routine, day-to-day public relations duties, keeping staff and resource data updated.
- Assure adequate supplies of administrative forms necessary for the efficient operation of the facility are maintained.
- Maintain a correct, up-to-date inventory of office supplies necessary to ensure efficient operational capability.

## **Minimum Qualifications**

- High school or GED plus five (5) years, in fields providing the required knowledge, skills and abilities and associated with such positions as administrative secretary or office manager; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

## **Special Requirements**

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

- Must be available to work evenings, nights, weekends, holidays, and overtime when required to meet operational needs.

## **Working Conditions**

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

### **DISCLAIMER:**

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*