

HOWARD UNIVERSITY
Position Description

POSITION TITLE: Supervisor (Exempt)

SALARY GRADE: HU-11

DATE CREATED: December 01, 2014

EEO CODE: 02

JOB CODE: 2550

FLSA STATUS: Exempt

BARGAINING UNIT: N/A

DEPARTMENT:

POSITION NO:

REPORTS TO:

GRANT: No Yes]

BASIC FUNCTION:

The purpose of this position is to supervise and coordinate the activities of clerical and administrative support workers of the school or department and to assist the senior level executives with staff matters and decisions. Responsible for developing procedures for the orderly coordination of the staff and other departmental matters.

**SUPERVISORY
ACCOUNTABILITY:**

Responsible for orienting and training others and assigning and reviewing their work. May also be responsible for acting in a lead or senior capacity over other positions performing essentially the same work or related technical tasks and reporting to a higher level on a formal basis.

NATURE AND SCOPE:

Internal contacts include executives, administrators and employees from all divisions and departments within the university structure. External contacts include auditors, representatives from federal, state and local regulatory agencies and vendors.

**PRINCIPAL
ACCOUNTABILITIES:**

Resolve customer complaints and answer customers' questions regarding policies and procedures.

Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.

Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.

Implement corporate and departmental policies, procedures, and service standards in conjunction with management.

Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.

Train and instruct employees in job duties and company policies or arrange for training to be provided.

Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.

Review records and reports pertaining to activities such as production, payroll, and shipping to verify details, monitor work activities, and evaluate performance.

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Recruit, interview, and select employees.

Interpret and communicate work procedures and company policies to staff.

CORE COMPETENCIES: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Competence in both oral and written English to communicate in a clear and concise manner.

Ability to establish and maintain effective and harmonious work relations with faculty, staff, students and customers.

MINIMUM REQUIREMENTS: Bachelor's degree in Business Administration or closely related field and minimum of 2-5 years of relevant experience. 10 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position 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. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

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SIGNATURES REQUIRED:

SIGNED BY: _____
Department Manager/Supervisor

DATE: _____

CERTIFIED BY: _____
Department of Compensation and Performance Management

DATE: _____