

**CLASSIFICATION:** SUPERVISOR II

**Class Code:** 8561-21

**Date Established:** 02-20-85

**Occupational Code:** 7-1-2

**Date of Last Revision:** 7-17-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To supervise subordinate employees in an agency program or unit with responsibility for training and reviewing employee work performance.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Supervises the implementation of daily administrative procedures for an agency program or unit.
- Reviews work of subordinates to determine compliance with applicable procedures and policies.
- Evaluates employee work performance and recommends annual incremental salary increases as appropriate.
- Maintains records on program effectiveness and provides appropriate statistics to a superior on a regular basis.
- Assigns workload and areas of responsibility to subordinate employees, including training subordinates in established work procedures.
- Investigates problems and complaints, including developing and implementing solutions.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

**Supervision:** Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and firing employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

**Complexity:** Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

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**Independent Action:** Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university with major study in a field relevant to program area in which position is assigned. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in a field or occupation relevant to program area in which position is assigned, plus two years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the three years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** License or registration required if necessary for performing professional job accountabilities.

### **SPECIAL REQUIREMENTS:**

1. Specific degree and experience requirements must be tailored to meet documented recruitment needs of the agency or department. All specific minimum qualifications must be stated on the supplemental job description and approved by the Division of Personnel prior to posting at the agency level.

**RECOMMENDED WORK TRAITS:** Considerable knowledge of New Hampshire laws pertaining to specific program(s) supervised. Knowledge of individual and group behavior. Knowledge of current literature in the field appropriate to the field of employment. Ability to plan, supervise, coordinate and direct the work of others. Ability to evaluate situations. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships with co-workers, governmental agencies and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.