

# **Administrative Support Supervisor (CMLF)**

**Location: Cape May, NJ**

**Salary: \$40,285 to \$47,394**

**(Grade M)**

**Opening Date: March 9, 2017**

**Closing Date: March 23, 2017**

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## **I. POSITION SUMMARY**

This position provides daily supervision for all assigned clerical support and money room employees. Plans and prioritizes work activities and allocates personnel and assignments to meet daily operational requirements. Assists the Business Operations Manager with appropriate recommendations for assigned clerical staff's performance evaluations at required times. Also identifies and recommends training needs and office equipment needs for the support staff. Plans, gathers, formats, and prepares information for correspondence, reports, forms, and other documents. Provides support for the Director of Ferry Operations as required. This position conducts the orderly maintenance of the office in a business-like and confidential manner. Position may at times be required to adjust daily hours to maintain work activities to meet daily operational assignments.

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for daily supervision of assigned clerical support staff; plans, prioritizes, and allocates personnel assignments to meet daily operational requirements
- Supervises all administrative personnel to include performance planning, counseling, mentoring, and evaluating assigned personnel
- Makes appropriate recommendations regarding training needs and office equipment needs
- Monitor terminal facility environment; ensures that cleanliness and safety items are reported and addressed
- Responsible for accurate preparation of payroll and leave records, and submission for timely processing; assists managers and/or supervisors with timekeeping entries, audits, reports, etc.
- Monitors employee leave usage in timekeeping system, and analyzes patterns to advise managers of recurring events that could warrant personnel action
- Responsible for money room operations.
- Responsible for maintaining and reporting credit card purchases, petty cash checkbook, change requests, and vault reconciliation
- Ensures proper and timely preparation of daily deposits
- Monitor bank audits, ensuring proscribed frequency. Create reports on cash-handler accuracy
- Responsible for conducting the office in an orderly and professional manner, including interaction with the public, vendors, outside agencies, co-workers, and managers. Functions periodically as the point of contact for Ferry Operations at the terminal
- Routinely answers telephones, greets visitors, schedules appointments, and sets-up meetings to include reservations and coordinating travel as needed
- Ensures accurate and timely daily reporting of traffic and revenue
- Assists with preparation (including typing and proofing) of presentations, reports, letters, etc. Takes minutes at CMLF meetings
- Provides administrative support to the CMLF Safety Committee as needed
- Prepares correspondence for the Director of Ferry Operations as required
- Prepares check requests and other financial paperwork. Monitors purchasing card use and produces monthly reports, reconciling purchases to card statement
- Maintains departmental personnel records and processes paperwork for hiring
- Tracks progress of CMLF projects as requested
- Assists Business Operations Manager in preparation of annual operating budget reports, capital equipment requests, and periodic pro-forma for various CMLF operations. Assists in preparation of profit and loss reports

- Coordinates training and seminars for terminal employees
- Assists with coordination of special events, parties, and VIP events
- Assists with terminal ground transportation, including hiring and scheduling drivers, and recording and reporting on bus ridership; coordinates bus charters
- Operates a variety of office equipment to include copier and personal computer.
- Operates a variety of software to include Microsoft Office Suite, Microsoft Project, etc.
- Provides superior customer service to everyone by responding in a courteous and efficient manner

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of the principles and practices of the assigned business function (i.e., money handling and money counting, etc.)
- Ability to conduct research; strong data analysis, data entry, and data verification skills; proven attention to detail
- Strong organizational and filing skills; ability to prioritize and handle multiple projects simultaneously
- Ability to maintain confidentiality
- Demonstrated oral and written communication skills with the ability to communicate in clear and concise manner; general knowledge of English grammar, usage and composition, with ability to edit material and prepare correspondence
- Demonstrated effective computer skills in Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint); ability to learn and use other computer data base systems
- Willingness and ability to learn to perform a variety of tasks of progressively increasing difficulty
- Ability to conduct the office in an orderly and professional manner including direct incoming and outgoing mail, answer telephones, greet visitors, etc.
- Ability to supervise effectively and provide clear instruction
- Proficient in establishing and maintaining effective working relationship with others, and effectively communicates with the public
- Ability to provide excellent customer service

### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent
- Associates degree in business-related field preferred
- Three (3) years of advanced clerical experience
- One (1) year supervisory experience preferred
- Experience working in a money handling position preferred

### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- Valid driver's license

### **VI. ADDITIONAL REQUIREMENTS**

- Subject to background investigation and pre-employment physical and drug test

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, in order to complete the application process, please attach a current resume.**