

## The Supervisor's Job Description

**Summary:** Supervision contributes significantly to employee effectiveness. An equitable and intentional approach ensures all team members have the same opportunities for success. Supervisors typically have a broader organizational perspective that provides context and motivation for staff. They also have access to relationships and resources staff often need to succeed.

### Duties and responsibilities

**Treat all staff in an equitable manner.** Build a diverse workforce, model and practice inclusion; treat all staff equitably. Everyone should feel valued, supported, and heard.

**Recruit and select new employees.** Cast a wide net, including internal candidates when appropriate, and select from a diverse applicant pool. Don't race to the finish line; be sure you are selecting someone you are confident can succeed.

**Orient and train new staff.** In addition to the basics like benefits enrollment and using technology, discuss "softer" matters like meeting norms, decision making expectations, and organization and team culture. It is also important to clearly communicate your expectations – both around goals and the ways in which you expect staff to operate, communicate, and be in relationship with you and their colleagues.

**Oversee administrative matters.** Sign timesheets, approve time off, implement personnel policies.

**Schedule, plan, and conduct one on one supervision.** These meetings are a critical tool for building mutually respectful and trusting relationships. They also provide an opportunity to give and receive feedback, set expectations and plans, monitor work, and share information.

**Communicate with intentionality.** Set and share clear goals and expectations, provide consistent and effective feedback, share information.

**Manage performance.** Set and communicate clear, measurable goals and check in frequently. Provide appreciative feedback, feedback for learning, and directive feedback as needed. Acknowledge and celebrate accomplishments.

**Provide training and development opportunities.** Ensure staff have the knowledge and skills needed to be successful in their role. Consider and discuss career goals and provide opportunities for professional development as appropriate.

**Serve as ambassador and advocate.** Represent your direct reports and team across the organization. Ensure that team's work, interests and needs are well understood at other levels and parts of the organization and that their perspective and expertise is included in cross-organizational collaborations as appropriate. Ensure people have information and resources to be effective. Share organizational priorities, vision, strategies, and plans.

Adapted from <https://resources.workable.com/supervisor-job-description>