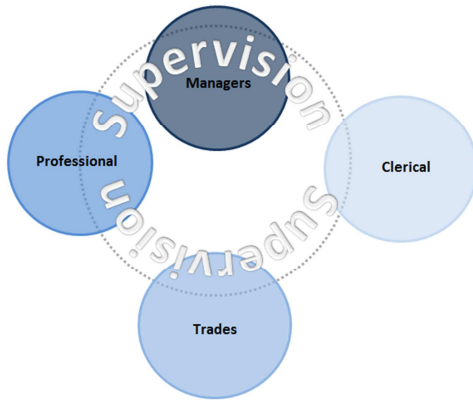


Manager v. Supervisor

While the terms “manager” and “supervisor” are often used interchangeably, they are not the same thing. A “manager” is an occupational category like “professional”, “trade” or “clerical”. However, supervision is job function that crosses all occupational categories.



While almost all managers supervise (or should at least possess supervisory skills), it is not the case that all supervisors are managers. Supervision is a job function that crosses all occupational categories (e.g., clerical, trades, professional and management).

Manager – An individual in a high level administrative and policy-influencing position who plans, organizes, staffs, leads and controls a major function or effort for the purpose of accomplishing organizational goals.

Supervisor – An individual having authority and exercising independent judgment to effectively recommend to hire/promote, discipline, assign, reward or adjust the grievances of other employees. Please note, pursuant to Civil Service Rules, supervisors do not directly hire or discipline employees; rather, they recommend a course of action to a higher authority.

Managers focus on determining ‘*what*’ it is their unit does (i.e., purpose, function and roles) and in doing so in a manner that furthers the organization’s larger goals. Supervisors are focused on day-to-day operations of ‘*how*’ to implement management’s decisions in their unit through the work of subordinates. For example, a manager at MTA may have the goal of ensuring that there is adequate street parking (e.g., determining location of parking meters/lots, setting parking rates) while a parking control supervisor will have a goal that cars parked illegally are ticketed/towed by his/her subordinates.

Managers	Supervisors
Deals with groups	Deals with individuals
Develops mission; creates and delegates policies and goals; schedules projects	Assigns tasks and implements
Develops staffing structure (i.e., determining how many employees and at what level are needed for a particular unit/division)	Hires staff pursuant to defined staffing plan
Determines a budget for a unit/division; allocate resources	Operates within defined budget

Distinguishing Features:

- Supervisors often perform the same work as their subordinates (or have a lot of experience performing the same work) while it is rarely the case for managers. Accordingly, management positions rely less on technical expertise and more on soft skills (e.g., concepts; organization).
- Supervisory positions generally only rise to level of management beginning at the second line level of supervision.