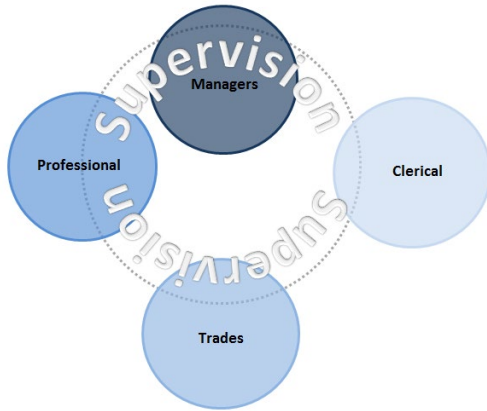


### Manager v. Supervisor

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/division 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.