



CLASS SPECIFICATION

Class Code: 60000017
Date Established: 08/2023
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 6 months

OFFICE SPECIALIST

DEFINITION

Under general supervision, performs a variety of specialized clerical support duties for an assigned department or division; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full time progressively responsible clerical experience to include proficiency with multiple types of computer software; OR an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

Licensure as a Notary Public may be required based on area of assignment.

SUPERVISION EXERCISED

May provide lead direction over clerical support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Perform a wide range of specialized clerical support duties for department staff, management, boards and committees; prepare and post meeting agendas; transcribe, record, and distribute minutes and records; assist in the development of staff reports; assist with travel arrangements; develop comprehensive reports or manuals.

Provide detailed information on department services, programs, functions, policies, and procedures; handle more in-depth and complex inquiries from customers, staff, and others; answer telephones; develop and respond to emails, greet customers and visitors; coordinate area of assignment activities with other departmental areas/divisions, departments, or external agencies.

Research, apply, and explain a variety of codes, laws, ordinances, regulations, policies, and procedures to process increasingly complex service requests; gather information from customers and other sources; ensure compliance with applicable standards and regulations.

Develop, proofread, maintain, evaluate, and distribute a variety of complex and department specific documentation to include legal documents, map documents, technical reports, plans, and specifications.

Receive, review, and process various applications, licenses, certificates, permits and other department specific forms; screen customers in accordance with department policies and procedures to provide department specific service; apply departmental policies and procedures to ensure items are complete and meet applicable requirements.

Review and evaluate office methods and procedures; recommend changes in work processes, forms, and workflow to ensure efficient operations in compliance with policies and standards.

May lead, plan and review the work of clerical support staff; provide training in work methods, techniques, use and operation of equipment, and provide input for performance evaluations.

Establish and maintain technical record keeping systems; maintain and update resource and reference materials; enter and compile data using specialized software; generate various statistical data reports pertaining to department services and tracking.

Encode, process, audit, and prepare purchase requisitions; coordinate with vendors and users and resolve problems; obtain and verify pricing and other purchasing related information; participate in the bid award process; reconcile purchase requisitions, change orders and related paperwork to ensure proper billing and payment; maintain all related documentation and records.

Maintain financial records; post prepared data and verify entry; prepare bank deposits; process invoices; monitor account balances and perform account transfers.

Recruit, select, organize, train, and schedule volunteers; promote programs within the community; present topics related to sponsored programs; evaluate program progress and success; maintain all related documentation and records.

Ensures that assigned personnel perform duties and responsibilities in a safe and prudent manner.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department/division policies, practices, and procedures.

Department/division operations, services, and processes.

Legal principles, practices, and terminology as necessary to assigned responsibilities.

Terminology, acronyms, laws, rules, and regulations pertinent to the assigned department.

Department specific software and equipment.

Ability to:

Lead and train staff in the performance of office support duties; assign and review work.

Provide clear and concise information pertaining to department operations, services, and processes.

Interpret, apply and explain pertinent laws, statutes, codes, regulations and standards including administrative and departmental policies and procedures.

Evaluate office methods and procedures to determine effectiveness and efficiency.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Modern office procedures, practices, and methods.

Principles and practices of professional business correspondence, data entry, and documentation to include minute taking and preparation.

Technical record management and retention.

Principles and practices of effective customer service and proper telephone, email, and in person etiquette.

Microsoft Office and a variety of computer software.

General bookkeeping methods, practices, and procedures.

Ability to:

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Research, compile, analyze and interpret data and information.

Write business correspondence, memoranda, narrative reports, and other documents in a clear and concise manner.

Maintain confidentiality of department communications, data, and information.

Effectively handle multiple tasks simultaneously; prioritize and organize own workload to meet deadlines.

Communicate clearly and concisely, both verbally and in writing.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones, and FAX machines. Ability to work in a detention, shelter, clinic, and other department specific environment. Based on area of assignment, incumbents may be required to travel to different sites and locations, work weekends, holidays, and alternate schedules.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.