



Approved
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OFFICE SPECIALIST

AGENCY/DEPARTMENT:
Various/Various

Approved By HR Director: *Gordon Johnson*
Date Approved: 06/05/2002
Date of Last Revision:

Reports to: Various
Supervises:
Conflict of Interest Code Filer: No

JOB SUMMARY: Under general supervision, provide varied secretarial, clerical, accounting and customer service support on behalf of designated supervisory, managerial or administrative positions within a department; and perform other related work as necessary.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Type correspondence, reports, records, applications, and other types of documents.
2. Answer incoming and help desk calls and route individuals to appropriate staff; schedule meetings; assist public at front counter and direct public to appropriate locations and/or staff and answer basic questions regarding department procedures.
3. Prepare and maintain various logs, records, invoices, purchase orders and department files.
4. Enter, update and verify detailed fields of information in department computer databases; prepare forms, lists and related summaries.
5. Issue forms and permits and process applications and payments.
6. Operate or relieve personnel on switchboard or assist other administrative support personnel in completing tasks.
7. Assist administrative support personnel with varied tasks, including preparation of certain agenda distribution packets.
8. Operate computer, cash register; compute, prepare, and record deposits from fees or basic accounting transactions.
9. Prepare and distribute incoming and outgoing mail.
10. May dispatch service requests to field personnel using two-way radio.
11. Coordinate and make travel arrangements for conferences, workshops and other meetings to be attended or administered by managers, supervisors, administrators or other personnel.
12. Arrange, assemble and prepare designated information for annual budget.

QUALIFICATION GUIDELINES:

EDUCATION: High School diploma or recognized equivalent.

EXPERIENCE: Three years or more of varied office clerical support experience, including some public contact work. Experience and/or training in the use of Microsoft Office products.

DESIRABLES: Experience with Microsoft Office Suite, PeopleSoft ERP and other software application programs. Experience as a Customer Service Representative.

KNOWLEDGE OF:

- Office practices, procedures, and equipment.
- Word processing, database and spreadsheet software applications programs.
- Basic accounting methods.

- Department practices and procedures.

ABILITY TO:

- Operate personal computer and standard office equipment, including fax machines, telecommunications switchboard, computer printers and copier machines.
 - Organize, coordinate and complete tasks to meet scheduled deadlines.
 - Research and answer basic questions concerning procedures and programs.
 - Understand and follow oral and written instructions.
 - Communicate effectively both orally and in writing with co-workers, supervisors, management, the public and other department representatives.
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LICENSES:

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

- None
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FLSA Exemption Status: Non-Exempt

Employee Unit: American Federation of State, County and Municipal Employees

DOT Program Participant: No

Job Family: Administrative Support - Clerical

Career Progression: