



MARCH 2016
FLSA: NON-EXEMPT

OFFICE SPECIALIST

DEFINITION

Under general supervision, performs technical, complex, and/or specialized office support and project oversight to an assigned City department and/or division; may provide lead direction and/or training to a small office support staff on a project or day-to-day basis; provides information and assistance to staff and the general public; executes special projects and activities related to the department or division to which assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. Provides technical and functional direction to administrative and clerical positions.

CLASS CHARACTERISTICS

This is an experienced, skilled office support class. Incumbents with well-developed office skills are expected to perform technical and specialized work requiring in-depth of knowledge of rules, regulations, policies, procedures and activities related to the department or division to which assigned and to apply them independently. The work includes lead direction of other office support staff on a project or day-to-day basis. This class is distinguished from the Office Technician in that the nature of the work of the latter classification is more transactional and has a comparatively narrow spectrum of work assignments. This class is distinguished from the Administrative Coordinator in that the nature, scope, and diversity of responsibilities of the latter class requires a broader understanding of department functions and the capability of relieving management of day-to-day office administrative and coordinative duties including the supervision of support staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing all assignments:

- Performs data entry on automated systems, including, but not limited to employee or population information, mailing lists, rosters, invoices, payroll data, work orders and purchase orders.
- Prepares correspondence, reports, forms, receipts, vouchers, work orders, and specialized documents related to the department/division to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes using a word processor or computer with form templates.
- Proofreads materials for accuracy, completeness, compliance with departmental policies, formatting, and correct English usage, including grammar, punctuation and spelling.
- Prepares and distributes meeting agendas; takes and transcribes minutes; maintains department and/or official City records.

- Checks and tabulates standard arithmetic or statistical data; summarizes such information and prepares periodic or special reports.
- May direct and review the work of a small office staff on a project or day-to-day basis; may train staff in work procedures.
- Answers telephones and greets visitors; directs calls to appropriate staff or takes messages; makes referrals to other agencies or departments; and schedules meetings and conference rooms.
- Performs other duties of a similar nature or level.

When assigned to accounting technical position:

- Performs technical accounting and financial support work within programmatic and procedural guidelines.
- Processes accounts payable; assigns purchase order and vendor numbers; reviews invoices and receiving reports for accuracy and appropriate authorization; ensures that funds are budgeted and available and prepares documentation required for payment; enters data into the accounts payable system to produce payment.
- Processes the City's payroll; ensures that employee time sheet data submitted and payments made are correct; and prepares tax, and other payments.
- Provides information to business owners regarding business license requirements and fees; processes license applications and renewals; receives and receipts payments and prepares license certificates; and enters appropriate data into the financial system.

When assigned to customer support/permitting position:

- Explains City policies and procedures to the public; ensures that required forms are distributed and process steps are understood.
- Reviews applications, forms, documents, plans, specifications and other materials for completeness, accuracy and compliance with City policies and procedures; routes documents to the proper office or staff.
- Computes and accepts required fees; prepares receipts and balances monies received on a regular basis; processes and issues permits; processes requests for passports.

When assigned to human resources position:

- Provides information to various City departments, employees, employee organizations, other employers, the public, and applicants regarding personnel policies, procedures, practices, and decisions.
- Organizes and maintains a variety of automated and manual personnel records systems and prepares related technical reports, data summaries, and correspondence. Assists with the development of forms and procedures in work simplification, computer application, and methods of improvement related to a human resources program.
- Provides a variety of technical support for human resources activities in such areas as recruitment, employment verification, performance evaluations, and compensation surveys.
- Assists in the administration of labor and employee relations, including negotiations, recruitment and selection, employee benefits, including retirement, classification and compensation, employee training and development, risk management, and family and medical leave.
- Assists in the preparation of the departmental budget; monitors and tracks expenditures, ensuring the department and/or division remain within approved budget allocations.

When assigned to secretarial position:

- Provides office administrative support to management, supervisory and professional staff, including maintaining calendars, transmitting information, following-up on projects and ensuring that appropriate staff coverage is maintained.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.

QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal management and government.
- Principles, practices, and procedures of public administration in a municipal setting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic research and reporting methods, techniques, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Ability to:

- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Respond to and effectively prioritize multiple phone calls, and other requests/interruptions.
- Interpret and implement policies, procedures, technical processes, and computer applications.
- Evaluate programs and processes in order to determine optimum efficiency.
- Perform basic research and prepare reports and recommendations.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system.
- Make accurate arithmetic and statistical calculations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of general office support or secretarial experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above. College level coursework related to the area of assignment is desirable.

Licenses and Certifications:

- Specified position must possess and maintain a valid California class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.