

CITY OF LAKEPORT OFFICE SPECIALIST I and II



Job Description

DEFINITION

Under general supervision, performs a wide variety of typing and general clerical work of a routine nature; provides detailed information and assistance to the public relating to departmental policies, procedures and activities; may order, receive and store parts, equipment and materials; performs related work as assigned.

CLASS CHARACTERISTICS

Office Specialist I is the entry level for clerical employees required to have basic skills, but no previous clerical experience. Employees in this class normally work under close and continuous supervision performing repetitive or closely related duties according to established procedures. Generally, work is observed and reviewed both during its performance and upon completion. Changes in procedure or exceptions to rules are explained in detail as they arise. Office Specialist I's are normally considered to be in a training status and, as assigned responsibilities and breadth of knowledge increase with experience, may reasonably expect promotion to the next higher class of Office Specialist II. Under this training concept, positions assigned to the class of Office Specialist II may reasonably be filled at the Office Specialist I level, with the understanding that future reassignment to the Office Specialist II class in most cases is to be expected. The class of Office Specialist I can also be utilized as a recruiting and training class for different specialty clerical areas.

Office Specialist II is the class which is normally filled by advancement from the lower class of Office Specialist I, or, when filled from the outside, requires prior clerical experience. Office Specialist II works under general supervision and, within a framework of established procedures, is expected to perform a wide variety of general clerical duties with only occasional instruction or assistance. Adequate performance at this level requires knowledge of departmental procedures and precedents, and the ability to choose among alternatives in solving problems. An Office Specialist II is expected to work productively even in the absence of a supervisor or lead worker. Employees in this class may often have contact with the public, answering a variety of procedural questions, or giving out factual information. Work is normally reviewed only on completion and for overall results.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Types/composes a variety of documents in draft and final form, such as correspondence, standard forms, charts, and reports using a computer or word processing equipment; types from written, recorded, or printed sources and/or oral instructions; proofreads materials for correct grammar, spelling, and punctuation.

Prepares, validates, processes, and/or checks a variety of documents and records, such as time-sheets, invoices, confirming requisitions, and public notices for completeness, accuracy, and submission standards; compiles and records fiscal and statistical data according to established procedures; may keep petty cash.

Receives the public/work unit clients and answers calls; determines how incoming calls should be routed; directs people to appropriate offices; answers routine questions; explains routine procedures, processes, or departmental activities; distributes and explains forms, such as applications or permits; obtains routine factual information to create or update client/work unit files; provides routine assistance; may facilitate registration for department activities and events; may issue minor building permits; may use a radio to dispatch calls.

Compiles routine reports by extracting and/or tabulating information from a variety of sources, such as files, correspondence, meeting notes, logs, previous reports, and/or oral instruction; may assist with research and preparation of community relations programs and materials.

Recommends and assists in implementing office programs and clerical systems, procedures, and policies; provides temporary and vacation relief in similar occupational fields as necessary.

Coordinates and oversees the ordering, receiving, stocking and delivery of materials and supplies; obtains prices and prepares purchase orders; takes inventory of materials and supplies; may operate a forklift for receiving supplies.

Resolves complaints and handles inquiries; prioritizes tasks.

Sorts and/or files materials such as correspondence, records, applications, and documents; prepares mailings; maintains files, conducts systematic file search for misplaced materials; maintains cross reference files or notices; purges filing system.

Operates a variety of office equipment, such as cash register, radio, copiers, word processing or personal computer and peripheral equipment; may perform equipment/system maintenance checks; may provide dispatching services when assigned to the Public Works Department.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include

Office Specialist I: graduation from high school or equivalent, including or supplemented by courses in typing and office practices.

Office Specialist II: graduation from high school or equivalent, and two years of experience in related clerical work, involving a variety of typing and/or office operation responsibilities; including or supplemented by training in the clerical occupational field.

Knowledge, Skills, and Abilities

Working knowledge of related office methods and procedures; office equipment operation; computers and a variety of software applications. Working knowledge of parts and materials used for the maintenance of public works facilities (may be required for some assignments).

Skill in the operation of a variety of office equipment, including typewriter operation at a rate of 50 net wpm with no more than 10 errors; a fork lift and/or a radio to dispatch calls may be required for some assignments.

Ability to use correct English grammar, punctuation, and spelling; understand and follow verbal and written directions; receive the public in person or over the phone; apply and explain regulations, policies, and procedures; maintain records and perform specific program activities; establish and maintain cooperative working relationships; lift from 30 to 50 pounds (may be required for some assignments).

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record (may be required for some assignments.)

Possession of or ability to obtain certification to operate a fork lift (may be required for some

assignments).

Receive satisfactory results from a background investigation, physical examination, drug testing and administrative testing which meet the established qualifications standards.

PHYSICAL PROFILE:

CATEGORY I - LIGHT PHYSICAL EFFORT

DEFINITION

Positions in this category require normal physical abilities associated with the ability to read, write and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

CHARACTERISTICS

Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

OTHER FACTORS

Reaching: Reaching above the shoulders to place and/or retrieve objects.

Sitting: Ability to sit with little movement for prolonged periods of time (Usually a minimum of two or more hours per day).

Distant Vision, Acceptable for Driving: Not less than 20/40 in each eye without correction or must correct to 20/40 in each eye and wear corrective lenses whenever driving

CLASS RANGE NO.	Level I =
CLASS RANGE NO.	Level II = undetermined
FLSA	Non-Exempt
ADOPTION DATE	3/29/12
REVISION DATE	
APPROVED BY:	