

CLASS SPECIFICATION



CLASS:	Office Specialist	ESTABLISHED:	Circa 1996
ALLOCATION:	Countywide	REVISED:	May 2019
FLSA STATUS:	Non-exempt		
UNION AFFILIATION:	YCEA / Non-Represented		

JOB SUMMARY:

Under general supervision, incumbents perform a variety of administrative, secretarial, and office support duties of considerable complexity, requiring thorough knowledge of the assigned department, division, or program, its procedures and operational details; provides administrative support to various department staff; composes and prepares correspondence using judgment in content and style; performs skilled word processing, data entry and organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing; provides information to the public and County staff; and performs related duties as assigned.

This is the fully qualified journey level class in the office support series.

CLASS CHARACTERISTICS:

This position reports directly to an appropriate supervisor or manager depending on department assigned. This class is distinguished from the Administrative Technician in that the latter is a para-professional level class that performs technical level administrative, operational, procedural, and/or program related duties. This class is further distinguished from the Office Assistant in that the latter performs a more limited spectrum of clerical support.

EXAMPLES OF DUTIES:

Essential:

- Perform specialized office support work which may require the knowledge of detailed or specialized activities related to the department to which assigned.
- Compiles and assemble information from a variety of sources for the completion of forms or the preparation of reports; make arithmetic or statistical calculations.
- Enter, edit and retrieve data and prepare periodic or special reports from an online or personal computer system following established formats and menus; may create report formats using programmed software to meet individual needs.
- Provide information to the public or to County staff that requires some interpretation of policies, rules and/or procedures.
- Maintain records and processes various forms, applications, permits, or other department or division specific documents; type correspondence, reports, forms, and specialized documents related to the functions of the department, division, or program, which assigned from drafts, notes or brief instructions, using a word processor; may compose standard correspondence from brief instructions.
- Proofread and check typed and other materials for accuracy, completeness, and compliance with departmental policies; and correct English language, including grammar, punctuation, and spelling.
- Oversee and personally perform a variety of office administrative tasks such as preparing and processing purchase requisitions, request for payment, preparing payroll and personnel documents, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date; may prepare billing documents or maintain office or budget records.
- Performs other routine clerical support work as required, which may include, but is not limited to, copying documents, filing/retrieving files, processing mailings, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, opening and distributing mail, ordering and maintaining inventory of supplies and forms, etc.
- Develop and implement file, index, tracking, and record keeping systems; researches records within area of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
- Assist staff with the resolution of situations that arise in contact with the public regarding department or division related work.
- Receive and screen visitors and telephone calls; and provides factual information regarding County or unit activities and functions.

- Compile materials for meetings, prepare agendas, and attend such meetings to take summary notes as required.
- Attends various meeting and trainings as required or appropriate.

When performing IT support:

- Deliver, install or assist personnel in the installation of computers and peripheral components, such as monitors, keyboards, printers, disk drivers, and cabling.
- Maintain a working inventory of equipment, components, and parts; update and maintain databases, logs, and records of equipment circulation, statistics, and reports.
- Evaluate, respond to, and troubleshoots or resolve tier one requests for technical assistance from users; submit work order to IT for resolution as appropriate.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Train others in work procedures or organize, direct and review the work of others on a project or relief basis.

EMPLOYMENT STANDARDS:

Knowledge of:

- Business administrative policies and procedures
- County and department programs, goals, and policies and procedures of the assigned department.
- Applicable Federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report generation.
- Method of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Computer and software programs (e.g., Microsoft software package) to conduct, compile, and/or generate documentation.
- Business arithmetic, including percentages and decimals
- Specialized office administrative practices and procedures.
- Business letter writing and the standard format for typed materials.
- Record keeping, report preparation, and filing systems and methods.
- Structure and content of the English language, including the meaning and correct spelling of words, rules of composition and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- Modern equipment and communication tools used for business functions and programs, project, and task coordination.

Office Specialist assigned to IT support (in addition to the above):

- Basic principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- Personal computers and peripherals, including monitors, keyboards, printers, disk drives, and cabling.

Skill in:

- Effective use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information and preparing periodic or special reports.
- Analyzing and resolving varied office administrative problems.
- Organizing, maintaining and researching office files.
- Using initiative and independent judgment within established procedural guidelines.
- Multi-tasking, organizing own work, setting priorities and meeting critical deadlines regardless of frequent interruptions or moderate levels of stress.
- Providing lead guidance, coordination, prioritization, training and review of the work of assigned staff and instructing staff in work procedures.

- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Perform administrative statistical and functional work involving the use of considerable independent judgment.
- Maintain confidentiality of information received.
- Understand scope of authority in making independent decisions.
- Gather and compile department/division/program specific information from a variety of sources.
- Prepare, review, and present reports, recommendations, and other correspondence and communications in a clear and concise manner.
- Understand and follow complex oral and written instructions.
- Make accurate arithmetic computations.
- Read, understand, interpret, and apply all pertinent laws, codes, regulations, rules, policies and procedures, and standards relevant to work performed.
- Communicate clearly and concisely, both verbally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive working relationships with those contacted in the course of work.
- Use tact, courtesy, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines and when dealing with those contacted in the course of the work.

Office Specialist assigned to IT support (in addition to the above):

- Perform a wide variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
- Set up PC and network hardware.
- Operate modern office equipment including computer equipment and basic software application programs.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment with moderate noise levels, controlled temperature conditions.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; may be required to maintain license throughout employment at the discretion of the Appointing Authority.
- Typing Certificate: Minimum Net of 40 wpm. Typing Certificate must indicate results from a five (5) minute test with at least the minimum net wpm required.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation, which may include Live Scan fingerprinting prior to hire.
- Specified positions may require off-hours, weekend, and holiday shift work.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Graduation from high school and three years of general office support or secretarial experience at a level equivalent to the County's classification of Office Assistant.

PREFERRED: In addition to the minimum, one year (30 semester units) college course work with an emphasis in business practices or a related field, additional experience as previously defined, and/or experience in the public sector. Certain positions may prefer increased typing accuracy and speed.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Human Resources Approval:
Date:

EEOC: F
WC: 8810

Human Resources Approval:
Date:

Signature: _____

Signature: _____