



October 2012
FLSA: NON-EXEMPT

OFFICE SPECIALIST II

DEFINITION

Under general supervision, provides a variety of administrative and office support to management, professional, and supervisory staff; performs clerical support work related to the department to which assigned; interacts frequently with the public and provides information or directs questions and requests to the appropriate department; collects fees; writes a variety of correspondence and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the Office Specialist series. Incumbents at this level are capable of performing the full range of administrative and office support duties, including document preparation, records management, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions at the Office Specialist II level may be filled by advancement from the Office Specialist I level requiring two (2) additional years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the requirement is to have at least three (3) years of prior related experience to meet the qualification standards for the Level II in the series.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Provides clerical and administrative support to department to which assigned; screens calls, visitors, and incoming mail; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate City staff; assists the public at the front counter and directs the public to appropriate locations/staff; represents the City to all callers and visitors in a professional and customer friendly manner.

- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, prepares, explains and reviews contracts, permits and various agreements;
- Attends various committee meetings, and serves on task forces and committees; takes minutes and posts approved minutes in accordance with City policy.
- Assists management and professional staff in performing and conducting studies, special projects, and administrative activities; performs data collection; assists in preparation of technical reports.
- Compiles information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Issues permits, processes and reviews applications, and performs other administrative work related to the department to which assigned; prepares correspondence; performs specialized projects as assigned.
- Performs cashiering duties; collects and processes fees for the assigned department.
- Maintains departmental calendars and City's Master Tickler System; including department activities, meetings, and various events; arranges meetings and makes appointments; assists with task prioritization.
- Reviews and maintains a variety of files, records, and documents; ensures compliance with the City's document retention policies.
- Coordinates special events and reviews and retains required permitting and insurances.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable City policies.
- Applicable Federal, State, and local laws, codes, regulations, and departmental policies, technical processes, and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and equipment, including computer equipment.
- Word processing methods, techniques, and programs; general accounting methods, procedures, and terminology; database and spreadsheet applications and programs.
- Principles of business letter writing.
- Basic principles of record keeping and cash handling.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform responsible clerical and secretarial support work with accuracy, speed, and minimal supervision.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.

- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and graphics software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 twelfth (12th) grade and three (3) years of responsible and specialized administrative support experience including public contact and computer skills, or two (2) years of experience equivalent to the work performed by the Office Specialist I in the City of Escalon.

Licenses and Certifications:

- Valid California class C driver's license with satisfactory driving record.
- Current typing certificate at a rate of 40 WPM.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 in work areas 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.