

**OFFICE SPECIALIST**

FLSA Status: Non-exempt

**CLASS SUMMARY**

Performs a variety of routine clerical duties in support of office or unit operations, such as processing documents and records, extracting and compiling records or data, responding to inquiries concerning services and procedures, maintaining and monitoring established record keeping, filing, and data base systems, and keyboarding or typing forms, letters, record entries, and other material.

Duties and assignments are of a regular and recurring nature following specific and well-established policies, procedures and standards. Duties may vary in nature according to different work environments. Within established guidelines the incumbent independently organizes, prioritizes, and initiates work activities. Decision making authority is limited to choice of appropriate methods or procedures. Guidance is provided in new or unusual situations. Deviation from established methods, procedures, or guidelines may require approval. Work is periodically reviewed to verify compliance with policies, procedures, or standards.

**ESSENTIAL FUNCTIONS** – *Essential duties and responsibilities will vary according to the work environment and **may** include, but are not limited to, the following:*

Performs a variety of clerical and secretarial duties involving composition and typing of forms and documents such as letters, memos, reports, statistical information; proofreads work and edits written materials when requested; may schedule appointments and meetings.

Performs receptionist and/or front counter duties such as receive calls, greet visitors, and provides information and assistance by routing calls to appropriate individuals and departments, takes messages and responds to routine inquiries; processes and distributes incoming and outgoing mail according to established procedures.

Prepares and compiles meeting packets; may attend meetings, disseminate information packets at meetings and compose minutes.

Maintains bookkeeping, financial and statistical records where no technical accounting knowledge is needed and follows established procedures; codes, cross checks and tabulates standard information or fiscal data; reviews incoming forms and documents for required information, completeness and accuracy; extracts and compiles statistical data from source documents.

Performs accounts receivable and payable support functions; assigns appropriate program number and code; calculates and collects fees; issues receipts.

Sorts, files, and tabulates various documents and records; establishes and prepares new files or categories within established filing systems; enters and retrieves data using electronic files; removes and logs materials; maintains status and file reports.

Orders, receives, and maintains office inventory following established procedures.

Operates a variety of office equipment such as computer, word processor, copy machine, fax machine, optical scanner or reader, microfiche reader, postage machine, and multiple-line telephones.

Operates numerous software programs with proficiency such as word processing, data management and spreadsheet applications.

May assist others by providing work guidance or direction but does not assign, instruct, and check the work of others on a regular and ongoing basis.

Performs related duties as required or assigned.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Work is primarily performed in an indoor office setting with extended periods at a computer. Physical effort is needed to move, lift and carry office equipment, supplies and materials. Basic communication skills such as talking, seeing, and hearing are needed for frequent person-to-person contact and telephone usage. The nature of the work has frequent interruptions and contact with the public and staff requires public communications skills.

## **MINIMUM QUALIFICATIONS**

### **Education, Training and Experience Guidelines**

Equivalent to completion of high school and some responsible general office support experience involving heavy public contact or equivalent, or an equivalent combination of education and experience that provides the following knowledge, skills and abilities:

#### **Knowledge of:**

- Current office practices and equipment
- Basic mathematical principles
- Applicable software and data processing applications
- Business letter and report writing; filing and indexing procedures
- Correct English usage, spelling, grammar and punctuation

#### **Ability to:**

- Take responsibility and use good judgment in recognizing scope of authority
- Interpret and follow oral and written instructions with attentiveness to detail
- Utilize applicable software and data processing applications
- Courteously respond to requests and inquiries from the general public and staff
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

**LICENSE OR CERTIFICATE REQUIREMENT**

- None

*Class specifications are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job. Specifications are **not** intended to reflect all duties performed by employees in each position assigned to the class.*