



OFFICE SPECIALIST I/II

DEFINITION

Under immediate (Office Specialist I) or general (Office Specialist II) supervision, performs a variety of routine to moderately complex and responsible office support and administrative activities for an assigned department, functional area, or division, which may include word processing, data entry and organization, telephone and counter reception, purchase requisitioning, receipt of payments, processing of invoices, recordkeeping, report preparation and filing, and meeting room set-up; provides information and assistance to the public and District staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Office Specialist I) to general (Office Specialist II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Office Specialist I: This is the entry-level classification in the Office Specialist series. Initially under close supervision, incumbents learn and perform routine office support work. As experience is gained, assignments become more varied, complex, and/or difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Office Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Office Specialist II: This is the fully qualified journey-level classification in the Office Specialist series. Positions at this level are distinguished from the Office Specialist I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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 in the Office Specialist class series are flexibly staffed; positions at the Office Specialist II level are normally filled by advancement from the Office Specialist I level; progression to the Office Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Office Specialist II level.

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 where appropriate so qualified employees can perform the essential functions of the job.

Positions at the Office Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Performs a variety of administrative and office support functions in support of departmental or divisional operations.
- Answers the telephone; provides accurate information and answers general questions or forwards calls to appropriate staff; takes messages as necessary; receives visitors and provides a variety of routine information; uses radio equipment to communicate with field personnel, as directed.
- Assists in assembling information from a variety of sources for the completion of forms, records, work orders, permits, and other documents; contacts individuals to obtain additional information as needed.
- Uses word processing software to produce various documents from drafts, notes, dictation, or brief instructions, which may include memos, correspondence, reports, records, forms, notices, meeting agendas, and minutes; composes routine correspondence and other documents as required.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning, imaging, indexing documents, and ordering and maintaining inventory of office supplies and forms.
- Proofreads and checks materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Establishes and maintains office files; researches and compiles information from such files.
- Performs data entry and basic recordkeeping; maintains official District records.
- Enters and retrieves computer data; generates routine computer reports and spreadsheets.
- Arranges for facility and equipment set up in accordance with District needs for meetings and special events.
- Schedules appointments, procedures, activities, and meetings as required.
- Provides information and assistance to District staff and the public, requiring the understanding of policies, procedures, or rules.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Office Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Programs, goals, policies, and procedures of the assigned department or division.
- Principles and practices of data collection and report generation.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Standard office management and secretarial/clerical practices and procedures.
- Recordkeeping principles and procedures.

- Business arithmetic, including percentages and decimals.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Understand and explain department policies, procedures, and standards.
- Type and/or word process accurately at speeds necessary for successful job performance.
- File materials alphabetically, chronologically, and numerically.
- Gather and compile department/division-specific information from a variety of sources.
- Perform accurate arithmetic computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

- Possession of a high school diploma or G.E.D. required.

Experience:

- Office Specialist I: One (1) year of office administrative support work and recordkeeping.
- Office Specialist II: Two (2) years of increasingly responsible office administrative support work and recordkeeping.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

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 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 CONDITIONS

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.