



## CLASSIFICATION SPECIFICATION

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### OFFICE SPECIALIST II

#### DEFINITION:

Under general supervision, performs moderately complex and responsible administrative duties in support of an assigned department or functional area; assists in maintaining official District records related to assigned function; and performs other duties as assigned.

#### DISTINGUISHING CHARACTERISTICS:

This is the journey level class in which incumbents perform moderately complex and responsible administrative duties in support of a department or functional area. This class is distinguished from the Office Specialist I in that incumbents assigned to this class work with greater independence, and assume responsibility for increasingly complex duties based on greater knowledge of District operations, policies, procedures and practices.

#### SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a department head, manager or supervisor, as assigned.

#### ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Performs responsible, confidential and moderately complex administrative and office support functions in support of departmental operations
- Prepares memos, letters, and reports from general guidelines; performs data entry into various logs and spreadsheets.
- Processes and maintains various files and records, as assigned.
- Assists in researching and assembling information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; maintains data files in spreadsheet and database formats; generates regular reports and documents; participates in the maintenance of department records.
- Answers the telephone, and receives office visitors; provides a variety of information about District policies, programs, and functions.
- Cross-trains, and provides administrative support in other functional areas as required based on work load and for coverage during staff absences.
- Establishes positive working relationships with District staff and Board, and the general public.

- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
- Works weekends, evenings and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
- Performs other related duties as assigned.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

**QUALIFICATIONS:** *The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience**

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent, and two (2) years of increasingly responsible administrative support work, preferably for a high level administrator, executive or Board. Completion of college level coursework in business administration or a closely related field is highly desirable.

**License/Certificate:**

Possession of a valid Class C California driver's license and satisfactory driving record.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

- Modern office practices, equipment and procedures.
- Business correspondence, filing systems, and standard office operations.
- Statistical and record keeping methods.
- Operations, procedures, policies, and precedents of the District.
- Applicable Federal, State and local laws, rules and regulations.
- District organization, functions and policies.
- Water and sewer related services.
- Records management methods and practices.
- Personal computer operation and related software applications including word processing, spreadsheet, database, and presentation software.
- Customer service and customer relations practices and principles.
- English usage, spelling, grammar, and punctuation.
- Research methods and techniques.
- Principles and practices of sound business communication.
- Safe work methods and safety regulations.

**Ability to:**

- Perform a variety of moderately complex and responsible administrative support work with speed and accuracy.
- Keyboard at a minimum speed of 50 words per minute.
- Perform basic research and prepare routine documents and reports.
- Operate a variety of office equipment including computers and applicable software at an intermediate level.
- Effectively represent the District, including its programs and policies with the public.
- Exercise tact, diplomacy and discretion in dealing with sensitive and confidential information.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain effective working relationships with all levels of District management, employees, the public and others encountered in the course of work.
- Understand and follow oral and written directions.
- Work effectively with a small group or individually.
- Provide excellent customer service and resolve routine public concerns and complaints.
  
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.

**STATUS:** Non-Exempt

Revised: February 15, 2015