

OFFICE SPECIALIST

DEFINITION

Under general supervision, to perform difficult and responsible office work in a specialized assignment; and to do other work as required.

CLASS CHARACTERISTICS

Positions in this class are characterized by the performance of specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advance interpersonal and communication skills.

This class differs from other office services classes in that the responsibility for independent judgment and decision making are a constant and primary factor in the assignment; and by the level of interpretation, complexity of subject matter and impact of decisions. While keyboarding, accounting or general office tasks may be performed, those duties are secondary to the primary focus of assignment.

EXAMPLES OF DUTIES

1. As a continuing primary responsibility, perform complex office work involving the analysis of a variety of source materials and a thorough understanding of policies, procedures, terminology and various applicable regulations in order to obtain necessary data.
2. Answer questions that involve searching for and abstracting technical data and detailed explanations of regulations, policies or procedures and refer to immediate supervisor only matters requiring policy decisions.
3. May compile a variety of narrative and statistical reports by locating sources of information, devising forms to secure data and determining proper format for finished report.
4. May interact with the public or others in difficult situations which require obtaining necessary information in order to gain cooperation.
5. In addition to the primary responsibilities, may perform a variety of keyboarding duties including typing, entry, manipulation, retrieval of information; and other general office duties.
6. May act as lead worker for employees in the same or lower level classes; assist in training new employees; act for supervisor in his or her absence.

MINIMUM QUALIFICATIONS

Experience

Three years of experience which would have developed the knowledge and abilities listed below. One year of the required experience may be substituted by one of the following; (1) completion of 18 semester or 27 quarter units in secretarial sciences, office practices, business education or a closely related field from a recognized college, or (2) completion of 360 hours of training from a recognized occupational training program in secretarial sciences, office practices, business education or a closely related field.

Thorough Knowledge of

Modern office practices and procedures, including filing methods and systems and the operation of office equipment.

Principles of writing and grammar, including correct spelling and proper word usage, punctuation and sentence structure.

Methods and procedures of a particular office may be required for some assignments.

Ability to

Perform difficult office work requiring independent judgment, accuracy and speed.

Understand, interpret and apply complex procedures, regulations and directions in order to process or to verify the accuracy of information or documents.

Identify and extract information from a variety of sources; use a high degree of discretion in determining the appropriate method and specific steps for processing work.

Clearly and effectively communicate with the public or others in situations requiring the use of persuasion, interviewing techniques and other advanced interpersonal skills.

Prepare clear and comprehensive reports and keep difficult records.

Learn to operate and use a variety of electronic and automated office machines and equipment.

Use a County-approved means of transportation to travel among County facilities may be required for some assignments.

Speak, understand, read and/or write a second language in addition to English may be required for some assignments.

JLW:mm

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