

## OFFICE SERVICES SPECIALIST

### Definition:

Under supervision, to perform specialized support activities requiring knowledge and experience in the area of assignment. Duties might include: developing and preparing a variety of correspondence, reports, and documents; serving as a lead to lower levels; training new employees; and, gathering data and statistics. Incumbents may supervise employees in lower levels in the office services series.

### Distinguishing Characteristics:

This is the third level of the office services series. The Office Services Specialist is distinguished from the Office Services Technician by its specialized support activities requiring extensive knowledge and experience in the area of assignment. The Office Services Specialist is distinguished from the Senior Office Services Specialist, which analyzes a variety of information and data.

### Essential Functions:

- \*\* May serve as a lead, to include assigning and monitoring work, training employees on work methods, and providing direction.
- \*\* May supervise support staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination and disciplinary recommendations.
- \*\* Responds to requests for information from the general public, other internal departments, and employees; investigates customer complaints.
- \*\* Gathers data and statistics for assigned area of responsibility; prepares draft copies of related reports.
- \*\* Prepares meeting agendas; assembles agenda packets; attends meetings and takes minutes; distributes meeting minutes to appropriate individuals.
- \*\* Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; making photocopies; typing; and, word processing.
- \*\* Prepares a variety of documents by typing, performing data entry or word processing.

Essential Functions: (continued)

- \*\* Processes a variety of forms and paperwork, using established procedures; receives monies from customers; prepares and disseminates receipts to appropriate individuals; prepares related bank deposits.
- \*\* Files documents alphabetically, numerically, or by other prescribed method; maintains departmental records; coordinates records retention activities for assigned department.
- \*\* Proofreads, edits, and updates a variety of documents.

Other Functions:

- \*\* Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, or G.E.D., and three years of clerical, general computer and office experience directly related to the area of assignment; or, an equivalent combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

- \*\* Certification of Typing/Keyboarding speed of 50 net words per minute

Additional Requirements:

Some Positions May Require:

- \*\* Possession of a Valid California Driver's License
- \*\* Certification of Transcription speed of 45 net words per minute
- \*\* Proficiency in the use of word processing software, such as Microsoft Word and WordPerfect.

Knowledge of: statistical methods; data compilation methods; inventory maintenance principles; customer service principles; standard office procedures, methods, and equipment; transcription methods; basic filing and recordkeeping principles; basic mathematical concepts; English language, grammar, and punctuation.

Skill in: conducting research; compiling data; transcribing from tapes; preparing a variety of reports; prioritizing work; performing multiple tasks simultaneously; entering information into a database; maintaining various records and files; preparing meeting agendas and minutes; using computers and related software applications; performing mathematical calculations; processing forms using established guidelines; providing customer service; filing; keyboarding; using standard office equipment; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

Revised      May 2006      #3270      Js3270