

OFFICE SPECIALIST

DEFINITION

Under general supervision, provides a wide variety of technical, classified and confidential office administrative support to administration, management, professional, and supervisory staff in an assigned department; performs technical, classified and confidential support work related to the department; creates, implements, and participates in technical processes, procedures and programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned administrative, supervisory or management personnel. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is the full journey-level class within the administrative support series. Incumbents perform a variety of specialized and confidential administrative and clerical work for various City departments, including coordinating assigned projects, providing general information to the public, and other administrative, budgetary, database, and support work. Responsibilities require the ability to perform the full range of administrative and clerical office support work for an assigned department. This class is distinguished from the Administrative Assistant in that the latter is a higher-level administrative support class, performs more technical complex and basic programmatic activities, and demonstrates advanced technical knowledge and skills.

EXAMPLES OF ESSENTIAL 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 so that qualified employees can perform the essential functions of the job.

- Receives and screens visitors and telephone calls; provides factual information to City staff, other organizations, and the public regarding City functions, policies, rules, procedures, and ordinances; distributes materials and information to customers.
- Take and accurately record payments at the front counter.
- Performs a variety of administrative/clerical work, including preparing and word processing correspondence, forms, and reports from drafts, notes, brief instructions, or corrected copy; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
- Receives, opens, date stamps, and disburses incoming mail; prepares outgoing mail for posting; prepares special mailings and ensures that all attachments are included and are mailed in a timely manner.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-way radio or other department-specific equipment.

- Sets up and maintains general office files and maintains a variety of logs and records.
- Prepares and updates a variety of periodic and special narrative, database, and statistical reports.
- Maintains an inventory of supplies, forms, and materials for City departments; surveys vendors and assists with the establishment of ongoing purchase orders; verifies deliveries and distributes supplies to various departments.

If assigned to the Police Department:

- Maintains the evidence/property storage, including booking evidence, maintaining the chain of custody and detailed records, and providing for the release or destruction of evidence/property; prepares court orders for the release of property and the location for destruction, following established procedures.
- Enters data from a variety of police reports into established CLETS-Tracnet and other formats in the computer system; checks computations prior to entry and prepares reports using computerized data; has access to confidential and/or restricted computer files;
- Assists in preparing a variety of special and recurring statistical reports for the Chief, Deputy Chief, Sergeants, the Department of Justice, and various County, State, and Federal agencies.
- Following specific legal guidelines, prepares and distributes copies of police and other reports to individuals and agencies requesting such reports and explains requirements and limitations of report distribution; collects, receipts, and balances fees for services.
- Performs Livescan data entry.
- Performs registration of subjects on probation and parole.
- Maintains a variety of files (e.g. DUI, Booking, etc.); prepares letters to collect fees for DUI and booking; upon non-payment, refers accounts to collection with documentation.
- Must be willing to submit and pass a detailed background investigation.
- Handles police records, as well as classified and confidential local, state, and federal information and documents.
- Must possess a basic knowledge of local, state, and federal laws.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies.
- Modern office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Business arithmetic techniques.
- Basic principles of record keeping and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Perform responsible reception, administrative support work with accuracy.
- Provide varied, confidential, and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
- Compose correspondence and reports.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately transcribe own notes.
- File materials alphabetically, chronologically, and numerically.
- Make accurate arithmetic computations.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the 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:

Equivalent to the completion of the twelfth (12th) grade, and three (3) years of varied administrative support experience, preferably involving some public contact.

License:

- Valid California class C driver’s license with satisfactory driving record may be required.
- ***If assigned to the Police Department:*** Must obtain California Law Enforcement Telecommunications System (C.L.E.T.S) certification within three (3) months of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle and visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups 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, typewriter 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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.

WORKING CONDITIONS

Must be willing to pass an extensive background check.