

OFFICE SPECIALIST II

POSITION SUMMARY: The Office Specialist II is responsible for supporting department and City programs and functions by performing a variety of general and complex office/clerical support duties. This position is responsible for technical work in areas such as typing, filing, scheduling, data entry, record keeping, payroll, coordination of meetings, ordering and maintaining supplies, coordinating mailings, drafting correspondence, working on special and department specific functions and projects. This position works with a diverse group of external contacts as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize and organize diversified workload. This position applies specialized functional knowledge to analyze and respond to office/clerical matters within established limits. Advice and leadership are available from supervisor or their designee for complex issues or those requiring authorization.

SUPERVISION RECEIVED: Work is performed under the direction of Department Head or designee.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Provide customer service and receive and address routine and non-routine inquiries and complaints made by citizens, businesses, staff and others. Follow up within scope of authority and advise and/or refer to an Administrative employee if outside scope of authority.
2. Complete general and complex office support specific to the department, as well as general duties such as processing mail, scheduling, record keeping, coordinating meetings, taking minutes, ordering and maintaining supplies and receiving and recording cash payments.
3. Type and design general and complex correspondence such as memorandums, staff reports, charts, tables, graphs, brochures and other marketing materials, and resolutions. Responsible for accuracy and clarity of final copy. Compiles special reports or studies where analysis of complicated or technical data is required. Identifies sources and extracts necessary information. Performs specialized calculations.
4. Establish and develop electronic and manual files and filing systems. File and maintain such systems.
5. Participate in the entry of operational budget and in purchasing, cash receipting and payroll activities in accordance with established budgetary and purchasing policies and procedures. Monitor budget and advise supervisor of status and concerns as appropriate.
6. Enter and compile data, prepare and maintain reports. Complete special projects as directed.
7. Review data and reports to identify errors and make or recommend corrections depending on nature of correction and scope of authority.

8. Maintain confidential records and process and transmit information that requires a high degree of discretion.
9. Plan and assist in a variety of public relations activities and department and City events.
10. Maintain a neat, safe and professional workplace.
11. May be responsible for acting as a lead person and trainer.
12. Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A high school degree and five years responsible work experience in a professional office setting. An associate's degree is preferred.
- B. Demonstrates proficiency in all aspects of the Office Support Specialist I position.
- C. Demonstrates knowledge of, or ability to learn primary department functions as well as functions of other departments and the City as a whole.
- D. Ability to follow established procedures and carry out complex instructions.
- E. Demonstrates ability to work as a team and with minimum supervision. Possess self-supervising attributes and a positive, congenial attitude.
- F. Demonstrates positive interaction with a diverse group of people, departments and other agencies and demonstrates initiative, resourcefulness and success when working with others and solving problems.
- G. Demonstrates skill in the use of office equipment and technology including computers and software programs such as Microsoft Office. Ability to learn other programs as related to areas of responsibility and required.
- H. Demonstrates ability to communicate effectively, prepare detailed and accurate reports and to understand and follow instructions. Demonstrates ability to present ideas orally and in writing for varied audiences.
- I. Demonstrates ability to maintain a comprehensive record keeping system, compile data, and to assemble and present accurate reports and records.
- J. Demonstrates ability to organize schedules and coordinate associated resources.
- K. Demonstrates good powers of observation.
- L. Demonstrates ability to work effectively within deadlines, under stress, and changing work priorities.
- M. Demonstrates ability to set priorities and accomplish duties.

- N. Ability to travel to various locations both in and out of state to receive additional training as deemed necessary.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move items of light weight.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

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