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OFFICE SPECIALIST I/II/III

DEFINITION

Under general supervision, provides clerical and administrative support to a department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments. Typical functions may include, but are not limited to reception, word processing, record keeping, and filing. May also perform related work as assigned.

CLASS CHARACTERISTICS

Office Specialist I – This is the entry-level class in the Office Specialist series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines. The Office Specialist I class includes part-time and temporary positions with incumbents available to provide relief support to a variety of City departments. This class is alternately staffed by the Office Specialist II class. Full-time incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher class.

Office Specialist II – This is the journey-level class in the Office Specialist series. Requires the competency to independently perform a variety of office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, and use of on-line of personal computers will vary with the organizational unit to which you are assigned. This class is distinguished from Office Specialist III, which is the working lead-level of the series, because that class performs more complex and/or specialized office clerical support functions. Full-time incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher class.

Office Specialist III – This is the lead-level class in the Office Specialist series. Under general supervision, may provide lead direction and training to a small group of office specialists; provides difficult and/or specialized office support to a specified City office; and performs related work as assigned. This position is distinguished from the Office Specialist II class by its greater degree of independence, level of responsibility, greater complexity of assignments, and possible supervisory nature. Full-time incumbents may advance to the Administrative Assistant series after gaining experience and demonstrating proficiency which meet the qualifications of the higher series.

OFFICE SPECIALIST I/II/III

Office Specialist I and Office Specialist II:

- Types correspondence, reports, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter, word processor, or personal computer.
- Proofreads and checks typed and other materials for accuracy and completeness; compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.
- Enters and retrieves data and prepares reports from an on-line or personal computer system, following established formats.
- Prepares and updates a variety of reports, which may require the use of arithmetic calculations and maintains records and processes forms, such as payroll records, purchase requisitions and orders, and others specific to the organizational unit.
- Establishes and maintains office files; researches and compiles information from such files.
- Provides factual information regarding City or unit activities and functions.
- Reviews computer-produced reports for accuracy and makes corrections as required.
- Operates standard office equipment and performs such office support activities as opening and distributing mail, processing outgoing mail, erasing dictation tapes and ordering office supplies.

Office Specialist III:

- May provide lead direction, training and work review to a small group of office specialists; may organize and assign work; may set priorities and follows up to ensure coordination and completion of assigned work; perform difficult or complex office support work which may include the preparation of specialized statistical and monetary reports.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- Provides information to the public or to City staff that may require the use of judgement and the interpretation of City policies, rules or procedures.
- Organizes and maintains various departmental file; types correspondence, reports, forms, and specialized documents from drafts, notes, dictated tapes, or brief instructions, using a typewriter, word processor, or personal computer; proof reads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.

OFFICE SPECIALIST I/II/III

Office Specialist III: (continued)

- Enters and retrieves data and prepares reports using an on-line or personal computer system.
- Attends to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference or brochure materials up to date.
- Acts as a receptionist and receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call; reviews computer-produced reports for accuracy and makes corrections as required; operates standard office equipment.

QUALIFICATIONS

Office Specialist I and Office Specialist II

Knowledge Of:

Office practices and procedures, including filing and the operation of standard office equipment; correct English usage, including spelling, grammar and punctuation; or business letter writing and the standard format for typed materials; policies and procedures related to the department to which assigned; basic business data processing principles and the use of word processing or personal computer equipment.

Ability To:

Perform detailed clerical work accurately; organize and maintain office files; compose routine correspondence from brief instructions; maintain accurate records and files; make accurate arithmetic calculations; use of initiative and sound independent judgement within established guidelines; operate standard office equipment, including a word processor, personal computer, and telephone system; prioritize work and coordinate several activities and maintain effective working relationships with those contacted in the course of the work; understand and carry out oral and written directions; type accurately at the rate of 40 net words per minute from printed copy.

Education

Graduation from high school or equivalency.

Experience

Office Specialist I – 0-2 years of general clerical or Office Specialist experience. Municipal government experience is preferred, but not required.

Office Specialist II – 1-3 years of general clerical or Office Specialist experience. Municipal government experience is preferred, but not required.

Office Specialist III

Knowledge Of:

OFFICE SPECIALIST I/II/III

Knowledge Of: (continued)

Basic supervisory principles and practices if needed; office management practices and procedures, including filing and the operation of standard office equipment; proper form for typed materials; business arithmetic, including percentages and decimals; correct English usage, including spelling, grammar and punctuation; policies and procedures related to the department to which assigned; basic business data processing principles and the use of word processing and personal computer equipment.

Ability To:

Plan, assign and review the work of others if needed; train others in work procedures if needed; organize, prioritize and coordinate work activities if needed; read and interpret rules, policies and procedures; organize, research and maintain office files; communicate tactfully and effectively with those contacted in the course of the work; compose routine correspondence from brief instructions; use initiative and sound judgement within established guidelines; operate standard office equipment, including a word processor, personal or on-line computer, and telephone system; type accurately at a rate of (40) net words per minute from printed copy.

Education

A sufficient combination of work experience, training and/or education which demonstrates possession of and competency in requisite knowledge, skills and abilities such as an Associates degree from an accredited college or university.

Experience

One – three years of increasingly responsible general clerical or Office Specialist experience. Municipal government experience is preferred, but not required.

OTHER REQUIREMENTS

Possession of a California Driver's license with a satisfactory driving record.

ADVANCEMENT PROCEDURES

Employees seeking promotion in the clerical series from one grade to another outside the normal progression, shall first apply for such promotion with their immediate supervisor. The supervisor shall either accept the request or provide the employee a list of goals and objectives that would make a positive response possible. Should the employee be unsuccessful in this request, he or she may appeal the decision to their department head. An employee may make a final appeal to the City Manager. The City shall make timely responses to all requests and appeals.