OFFICE OPERATIONS SPECIALIST

NATURE OF WORK

This is responsible technical work using computer programs, programming techniques, and coordinating the use of computers within a total departmental operation and assisting employees in the use of such equipment.

Work involves implementing, coordinating, and participating in the use of computers and other automated office equipment; analyzing and determining departmental computer program needs; developing computer programs and files for the storage, retrieval, and processing of statistical and financial records, correspondence, reports and other documents; training and assisting employees in the use of automated equipment and programs; and acting as departmental liaison to Data Processing. An employee in this classification spends at least 60 percent of the time developing, using and modifying programs, and supervising and training of employees in the use of computers. Supervision is received from an administrative superior with work being reviewed through reports, conferences, and results achieved. Lead supervision may be exercised over subordinate support staff while working within a centralized departmental computer center.

EXAMPLES OF WORK PERFORMED

Develops program techniques on the computer in order to track financial and statistical information; revises and updates programs in order to continually provide information efficiently.

Reviews and analyzes department operations in order to determine equipment and programming needs; recommends software packages and equipment to meet the department's needs.

Trains employees in the use of software, computers and other office equipment; provides assistance to employees involved in the operation of computers and related equipment; prepares technical reports and instructional manuals.

Troubleshoots functional problems and makes minor equipment adjustments when possible.

Serves as liaison to the Data Processing Division; coordinates special requests and projects with Data Processing.

Participates in entering, retrieving and modifying data in the computer.

May coordinate the use of data processing languages used in conjunction with the Data Processing Division's mainframe computer.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the operation of computers, printers, and other office equipment.

Knowledge of computer "state-of-the-art" trends and innovations.

Knowledge of the principles, practices, and procedures of office management.

Knowledge of organizational and administrative policies and procedures.

Knowledge of the basic principles of bookkeeping and financial recordkeeping procedures.

Ability to plan, organize, and assign the work of subordinate employees.

Ability to plan for and meet the needs of the department through the use of computers and other office equipment.

Ability to implement programs and files using the computer to meet departmental needs.

Ability to establish and maintain effective working relationships with coworkers, subordinates and the general public.

Ability to communicate effectively both orally and in writing.

Skill in the operation of computers and other office equipment.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus two years of experience in the operation of computers manipulating large volumes of financial and statistical data; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

6/89

PS1634