

OFFICE SPECIALIST
EXCLUDED OFFICE SPECIALIST

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NATURE OF WORK

This is responsible and complex clerical work of a specialized nature for City departments, divisions, and programs.

Work involves responsibility for the performance of complex clerical operations which require the exercise of independent judgment based on knowledge gained through experience. Employees in this class have considerable independence of action in the disposition of routine work matters, preparing complex assignments and projects and in receiving complaints, giving information and other public contact work. Employees in this class may exercise supervision over subordinate clerical workers. This class is distinguished from the Senior Office Assistant by the greater variety and complexity of assignments, responsibility, and discretion of clerical assignments.

EXAMPLES OF WORK PERFORMED

Performs complex clerical functions; meets and provides the public with information requiring knowledge of divisional and/or departmental policies, procedures, and regulations.

Acts as a resource for Human Capital Management and Time Clock Plus Systems; assists staff in correcting errors with timecards and works with payroll to resolve issues when necessary; processes Personnel Action forms.

Creates and maintains various program information and databases using database and spreadsheet software.

Types various technical or legal documents; prepares documents that may have prescribed deadlines or filing dates.

May plan and assign work of subordinate clerical support staff; trains and instructs subordinates in office procedures and practices.

Prepares and maintains personnel files and records of a confidential nature, such as performance appraisals, disciplinary actions, personnel actions in support of pay increases, and other personnel actions.

Reads incoming correspondence, identifies proper response required and routes material to proper staff for reply; composes replies when authorized to respond.

Keeps a variety of financial and/or statistical information pertaining to departmental and/or divisional operations; prepares reports as requested.

Manages and maintains department internet web site; produces graphic output in the form of maps for various projects.

Conducts or acquires background checks and employee eligibility verifications associated with pre-employment suitability determinations.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of modern office practices, procedures and equipment.

Considerable knowledge of business English, spelling, and arithmetic.

Ability to direct the work of subordinate clerical personnel performing a variety of functions, as required by the position.

Ability to establish and maintain effective working relationships with other employees.

Ability to maintain complex and difficult clerical and statistical records and to prepare detailed reports from such records.

Ability to proficiently type at least 40 words per minute net after errors.

Skill in the operation of office equipment and machines, including a personal computer or computer terminal.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by coursework in business practices and two years of experience in complex clerical work; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

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