

City of South San Francisco
Human Resources Department

Office Specialist

Class Description

Definition

Under general supervision, provides difficult, technical, complex, and/or specialized office support to various City departments; serves as receptionist on public desks; and does related work as required.

Distinguishing Characteristics

This is a fully experienced, skilled office support class. Incumbents with well-developed office skills are expected to learn technical and specialized rules, regulations, policies, procedures, and activities related to the department to which assigned and to apply them independently. This departmental learning period may take several months and must be completed before the end of the probationary period. Responsibilities include the performance of technical, complex, and specialized office support work requiring the regular use of independent judgment and initiative. The work may include cross-training with one or more positions in the department and may also include lead direction of other contract, hourly, or office support staff. This class is distinguished from the Administrative Assistant series in that the latter provides secretarial and office administrative assistance to management, boards or commissions, and associated professional and supervisory staff within a specified organizational unit.

Typical and Important Duties

1. Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to the department or division to which assigned.
2. Acts as receptionist; receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person, and/or provides factual information regarding City, departmental, divisional, and program activities and functions that may require the application and explanation of rules, policies, and procedures.
3. Researches and assembles information from a variety of sources for the preparation of reports or completion of forms; uses spreadsheets and makes arithmetic and statistical calculations.
4. Uses a variety of specialized automated business applications related to the department to which assigned, such as preparing graphic materials, tracking registrations, processing and tracking work orders, receiving and processing legal documents, processing departmental payroll, and processing accounts payable.
5. Serves in a relief or cross-trained basis in a variety of departmental assignments.
6. Provides information to City staff, other organizations, and the public, which requires the use of judgment and the interpretation of policies, rules, and procedures.

7. Conducts special projects related to the department to which assigned; may obtain and provide information to other organizations, summarizes such information, and makes recommendations.
8. Arranges for meetings by scheduling rooms, notifying participants, preparing agendas, and ensuring that information is compiled and duplicated; prepares summary or action minutes of such meetings.
9. Prepares detailed and occasionally sensitive correspondence, reports, forms, warrants, vouchers, work orders, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, formatting, and correct English usage, including grammar, punctuation, and spelling.
10. Receives and reviews legal documents, forms, drawings, and other materials for completeness; processes and routes such documents as appropriate.
11. Prepares and updates a variety of periodic and special narrative, accounting, and statistical reports.
12. Processes bills and invoices for payment ensuring its coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation; maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
13. Establishes and maintains office files; researches and compiles information from such files; purges files as required.
14. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate two-way radio or other department-specific equipment.
15. Oversees and personally attends to a variety of office administrative details, such as preparing purchase requisitions, payroll documents, and personnel documents; arranges for the maintenance of office equipment; transmits information; keeps reference materials up-to-date; and processes incoming and outgoing mail.
16. May train others in work procedures; may direct the work of hourly or volunteer staff on a project or day-to-day, short-term basis.
17. Obtains supplies, reconciles monies received for bank deposits, and delivers or obtains materials from various City offices or locations.
18. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Codes, regulations, policies, and procedures related to the department to which assigned.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.

- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

Ability to:

- Perform technical, specialized, complex, and difficult office administrative work requiring the use of independent judgement.
- Interpret and implement policies, procedures and computer applications related to the department to which assigned.
- Analyze and resolve office administrative and procedural problems.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research departmental files.
- Make accurate arithmetic calculations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Recommend process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Learn and utilize job-related computer applications.

Skill in:

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data into standard computer with speed and accuracy sufficient to perform assigned work.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of office support or general clerical experience and experience in dealing with the public.

Training:

Equivalent to graduation from high school, including or supplemented by courses in word processing, computer operation, and office practices. Six months of additional experience as described above may be substituted for the supplemental training.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.
- Specified positions may be required to obtain and maintain certification as a Notary Public.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

Work environment:

Work in a standard office setting. Specified positions may require extended hours, off-shifts, or weekends; attend evening or weekend meetings or participate in specific projects or programs on evenings and weekends.

Ability to:

Travel to different sites and locations.

Additional Information:

- Approved: July 1995
- Revised Date: July 1997, July 2000, September 2002, June 2003
- Former Titles: Senior Typist Clerk
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/Non-exempt
- Job Code: A295