OFFICE SPECIALIST

DEFINITION

Under general supervision, provides difficult, complex or specialized office support to various College offices; performs related work as assigned.

CLASS CHARACTERISTICS

This is the specialist level in the office support series. Positions in this class require a definable body of knowledge and skills, which exceed those required by lower level office support workers and that is not normally learned on the job in a brief period of time. Responsibilities include the performance of complex or specialized office support work requiring the regular use of judgment and initiative. Lead direction of others is not a regular part of the job, although project or relief leadership may be required.

EXAMPLES OF DUTIES (Illustrative Only)

Performs difficult, complex and/or specialized office support work, which may require the exercise of judgment, the application of specialized skills and a knowledge of detailed or specialized activities related to the office to which assigned; 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, students and College staff that requires the use of judgment and the interpretation of policies, rules or procedures; organizes, maintains and purges various files; maintains records and identifies and resolves discrepancies, including financial or bookkeeping records; organizes, types or word processes correspondence, reports, forms, and specialized documents from drafts, notes, dictated tapes, or brief instructions, using a typewriter, word processor or computer terminal; proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations; enters and retrieves data and prepares reports using an on-line or personal computer system; reviews such reports for accuracy and makes corrections as required; operates standard office equipment; receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call; may train others in work procedures or direct the work of others on a project or relief basis.

QUALIFICATIONS

Knowledge of:

- Principles of terminology of the functional area to which assigned
- Office administrative practices and procedures, including filing and the operation of standard office equipment
- Basic business data processing principles and the use of word processing or personal computing equipment
- Policies and procedures related to the office to which assigned
QUALIFICATIONS (Cont'd.)

- Proper form for typed materials
- Business mathematics, including percentages and decimals
- Correct English usage, including spelling, grammar and punctuation
- Recordkeeping principles and procedures

Skill in:

- Performing specialized and complex office support work
- Organizing, prioritizing and coordinating work activities
- Reading, interpreting and applying rules, policies and procedures
- Organizing, researching and maintaining office files
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Composing routine correspondence from brief instructions
- Making mathematic calculations with speed and accuracy
- Using initiative and sound judgment within established guidelines
- Operating standard office equipment, including a word processor, personal or on-line computer, and centralized telephone equipment
- Ability to type or operate a keyboard with sufficient speed and accuracy to enter data and produce finished documents

NOTE: Specific positions may require or desire bilingual skill in a designated second language.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and three years of general clerical support or office assistant experience. College business or technical school coursework in an appropriate field may be substituted for one year of the experience outlined above.

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