



CLASS SPECIFICATION

Class Code: 60000023
Date Established: 08/2023
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 6 months

SENIOR OFFICE SPECIALIST

DEFINITION

Under general supervision, performs a variety of specialized and complex administrative support duties for an assigned department or division; provides lead direction over clerical support staff; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time progressively responsible clerical experience to include proficiency with multiple types of computer software; OR an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

Licensure as a Notary Public may be required based on area of assignment.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Office Specialist classification by responsibility for providing lead direction over clerical staff and administrative support duties which are more complex and/or specialized in nature.

SUPERVISION EXERCISED

Exercises lead direction over clerical support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide lead direction over clerical support staff including training in work methods, techniques, use and operation of equipment; assigning and reviewing work; providing input for performance evaluations and disciplinary matters.

Perform a wide range of more complex and specialized administrative support duties to include conducting special projects, analytical studies, and presentations; prepare and post meeting agendas; transcribe, record, and distribute minutes and records; assist in the development of staff reports; develop comprehensive reports or manuals.

Provide detailed information on department services, programs, functions, policies, and procedures; handle escalated and increasingly complex inquiries from customers, staff, and others.

Receive, review, and process various applications, licenses, certificates, permits and other department specific forms; screen customers in accordance with department policies and procedures to provide department specific service; apply departmental policies and procedures to ensure items are complete and meet applicable requirements.

Develop, proofread, maintain, evaluate, and distribute a variety of complex and department specific documentation to include staff reports, legal documents, map documents, technical reports, plans, and specifications.

Research, develop, and recommend changes in office and departmental operating processes and procedures to include improvements in workflow, office procedures, equipment, and documentation.

Monitor and assist in the preparation of assigned budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity; process purchase orders, invoices, etc.

Develop and maintain a variety of resource materials, files, and records (electronic and manual) for areas of assignment; maintain tracking documentation on matters in progress; maintain and update resource materials to aid efficient departmental operations.

Perform a variety of purchasing duties for standardized or specialized services, material, supplies, and equipment.

Oversee the utilization of department software by coordinating implementation, training staff in proper use and application, assisting problem resolution at the user level or contacting Technology Services; monitor operations to ensure that systems, methods, and procedures are used correctly and efficiently.

Coordinate assigned services and activities, production, and distribution of materials with other divisions, external agencies/organizations, the public, and government officials to enhance the effectiveness of assigned area.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

Department/division operations, services, and processes.

Office management principles and practices.

Budget development and administration.

Terminology, acronyms, laws, rules, and regulations pertinent to the assigned department.

Laws, statutes, codes, regulations, and standards pertaining to the area of assignment.

Management information systems and software used in the assigned area.

Ability to:

Evaluate operations, including work processes and procedures, to determine effectiveness and efficiency.

Effectively represent assigned department/division when coordinating services with internal and external stakeholders.

Understand the organization and operation of the County and external agencies as necessary to assume assigned responsibilities.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Modern office procedures, practices, and methods to include advanced business correspondence, technical reports, spreadsheets, and documentation.

Principles of public and/or business administration.

Principles of basic fiscal, statistical and administrative data collection.

Research techniques, analysis, and report preparation.

Technical record management and retention.

Microsoft Office and a variety of computer software.

Purchasing practices and procedures.

Ability to:

Lead, mentor, coach, and train staff in the performance of office support duties.

Plan and organize office workflow to meet schedules and timelines.

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Read, interpret, apply, and explain pertinent laws, statutes, codes, regulations, and standards.

Write business correspondence, memoranda, narrative reports, and other documents in a clear and concise manner.

Compile and prepare comprehensive verbal and written presentations.

Maintain confidentiality of department communications, data, and information.

Communicate clearly and concisely, both verbally and in writing.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones, and FAX machines. Ability to work in a detention, shelter, clinic, and other department specific environment. Based on area of assignment, incumbents may be required to travel to different sites and locations, work weekends, holidays, and alternate schedules.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.