

CITY OF BRISBANE

OFFICE SPECIALIST

Definition

Under general supervision, provides difficult, technical, complex, and/or specialized office support to various City departments; may provide lead direction and/or training to a small office support staff on a project or day-to-day basis; and performs related work as required.

Class 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 lead direction of other office support staff on a project or part-time basis. This class is distinguished from Administrative Assistant in that the latter provides secretarial and office administrative assistance to management and associated professional and supervisory staff within a specified department.

Examples of Duties (Illustrative Only)

- 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 to which assigned.
- Researches and assembles information from a variety of sources for the preparation of reports or completion of forms; uses spreadsheets and may make arithmetic and statistical calculations.
- Uses a variety of automated business applications related to the department to which assigned, such as preparing graphic materials, tracking registrations, rentals, permits, or system monitoring, processing departmental payroll, and processing accounts payable.
- Conducts special projects related to the department to which assigned; may obtain and provide information to other organizations, summarizes such information, and makes recommendations.
- Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies.
- Arranges for meetings by scheduling rooms, notifying participants, preparing agendas, and ensuring that information is compiled and duplicated; may prepare summary or action minutes of such meetings.
- Prepares correspondence, reports, forms, 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.

- Receives and reviews forms, drawings, and other materials for completeness; processes and routes such documents as appropriate.
- Prepares and updates a variety of periodic and special narrative, accounting, and statistical reports.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, and serving on various task forces and committees.
- May collect and account for fees and other monies collected.
- May direct the work of a small office support staff on a project or day-to-day basis; may train staff in work procedures.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-radio or other department-specific equipment.
- Maintains accurate records and files.

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.
- Basic supervisory principles and practices.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

Skill in:

- Performing technical, specialized, complex and difficult office administrative work requiring the use of independent judgment.
- Interpreting and implementing policies, procedures and computer applications related to the department or organizational unit to which assigned
- Analyzing and resolving office administrative and procedural problems.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system for the assigned organizational unit.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.

- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction.
- Directing the work of others and training others in work procedures.
- Taking a proactive approach to customer service issues.
- Providing information and assistance to the public and others in an effective manner.
- Establishing and maintain effective working relationships with those contacted in the course of the work.
- Word processing at a net speed of 50 words per minute from printed copy.

Education and Experience:

Equivalent to graduation from high school with supplemental business school training and four years of responsible office administrative, secretarial, and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable. College or technical school course work in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

License:

Specified positions may require a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Approved Date: February 13, 2001
Resolution: 2001-11

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Resolution:

Bargaining Unit: General Employees Association
Resolution: 2001-20

Former Titles:

Abolished: