

CITY OF CLOVERDALE
OFFICE SPECIALIST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of clerical duties in support of an assigned function; assists the public at the counter and on the phone with City policies, complaints and questions; writes a variety of correspondence; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The **Office Specialist** is the journey level classification responsible for a wide variety of clerical and receptionist support duties. Incumbents are expected to independently perform the full scope of assigned duties. This class is distinguished from the next higher classification of Department Secretary in that the latter is responsible for the more complex office duties.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Department Head or other assigned supervisory personnel. Incumbents do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs clerical duties in support of an assigned function, including typing, copying, and faxing a number of documents; assists the public with questions; answers and refers complaints to the correct department or agency.
- Answers the telephone and provides information; directs the public to the appropriate department; responds to public inquiries in a courteous manner; provides proper documents and resource references as required.
- Assists the public in matters regarding water/sewage problems, payments and utility start-up and shut-offs; assists in the collection of utility fees.
- Prepares a variety of documents and forms, including general correspondence, reports, orders, agenda packet materials, and memoranda.
- May assist in various special assignments, including tracking of business licenses, utility billing data entry, selling of bus passes, etc.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Office Specialist**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of general clerical and receptionist experience and a high school diploma or equivalent.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Standard office and administrative policies and procedures; techniques and methodologies for providing customer service; specified computer applications involving word processing, data entry, database access and/or standard report generation; business arithmetic; basic principles of mathematics; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Provide general clerical and receptionist support; use applicable office terminology, forms, documents and procedures in the course of the work; maintain accurate office files; compose correspondence and documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles

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and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing and software applications.