

Position Description	
Position: Office Specialist III	AFSCME Union
Department/Site: Various Departments	FLSA: Non-Exempt
Evaluated by: Department Director	Salary Grade: 24

Classification Summary

Provides a variety of record keeping and technical clerical and logistical support, processes financial and customer service-oriented transactions, performs general clerical support, data entry, and reception duties, following established policies, procedures, and methods. Assignments may support a variety of administrative areas.

Distinguishing Characteristics

Office Specialist III represents the third and senior level in a general clerical career path. Work is focused in these areas: typing and data entry, receptionist, records maintenance, cashier, file maintenance and retrieval of information, and reports. Advancement to Office Specialist III requires experience at Office Specialist II or equivalent, the ability to process financial and non-financial information, gather and organize data for reports and further analyses, administer contracts and files, and has knowledge of the terminology, services, and practices, used by the department. Advancement potential exists in a variety of administrative support and technical career ladders, based on need and compliance with the qualifications of the position.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:

- Receives, greets, and directs phone inquires and visitors. Determines their needs, provides a variety of routine information that prepares visitors for meetings and official proceedings, and either routes them to the appropriate resource.
- Types (keyboards) from copy or standing instructions, forms, memoranda, correspondence, and reports.
- Processes documents requiring knowledge of the special terminology, policies and procedures of department or area of specialized function such as contracts and vendor arrangements.
- Sets up special files for contracts and projects. Reviews documents and financial information to match with contract requirements or project specifications. Prepares status reports and notifies others of matters affecting scope of work or payment. Assembles, collates and prepares materials for distribution. Posts information and documents to records.
- Compiles statistical data, posts routine administrative or financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Enters data onto pre-established data entry screens of business transactions (e.g., cash receipts to an accounting system, payroll data, requisitions, forms, etc.). Data entry may require skill at handling private information.

- Processes business transactions such as, but not limited to invoices, cash receipts and other accounting documents. Receives and account for money paid by others for items such as, but not limited to, deposits, fees, fines, permits, and licenses.
- Screens, sorts, and distributes mail. Organizes and process special mail such as urgent deliveries, packages, and bulk mailings.
- Prepares documents and information packets from established formats such as those used for promoting or describing City services and programs, and routine communications for administrative purposes.
- Assists others with reports by locating and compiling information onto established formats and maintaining supporting records. May be required to extract data from existing databases and convert to alternate formats.
- Contacts other departments and outside agencies to locate information and/or services not provided by the department.
- May receive and/or prepare work orders. Enters information into a database used to plan and prioritize work. Distributes work orders and coordinates supply and material needs.
- Prepares periodic lists of outstanding work orders, schedules, status, and completed orders. Receives delivery requests.
- May collect monies for fees and services.
- Performs other duties as assigned that support the overall objective of the position.

Minimum Qualifications

Knowledge

The position requires specialized knowledge of:

- Modern office practices, procedures, and equipment including receptionist and telephone techniques and etiquette.
- Methods and procedures used in alphanumeric record keeping
- Data entry techniques into specialized databases
- Common, personal computer-based office productivity software
- Grammar, spelling, and punctuation to prepare routine correspondence and memoranda

Skills and Abilities

This position requires the ability to carry out, but is not limited to, the following functions:

- Perform duties of the position under general supervision
- Learn, understand, and apply rules, policies, procedures, and terminology used by the City for customer service processes.
- Math skills to perform columnar calculations, decimals, fractions, etc.
- Use personal computer for data entry, word processing, and spreadsheets
- Operate standard office machines
- Maintain record files and prepare reports on pre-determined formats
- Meet deadlines, timetables, etc., organize and prioritize workload
- Accurately complete tasks and transactions within an environment dominated by interruptions
- Human relations skills to greet and work cooperatively with others

- Work as contributing member of a team working productively and cooperatively with other teams and external customers and convey a positive image of the City and its services.

Education, Training, and Experience

This position typically requires a High School diploma supplemented by course work in general office skills and 4 years of experience in a high-volume customer service, general clerical, data entry, and production keyboarding environment.

Other Requirements

- Must pass a criminal background check.
- Valid driver's license required.

Working conditions/Physical and Mental Demands

Must be able to function indoors engaged in work of primarily a sedentary, yet intermittently active nature. Requires the use of near visual acuity to write and to read printed materials and computer screens. Requires hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about office locations and to reach work materials. Requires manual and finger dexterity to type/keyboard at an acceptable rate, operate pointing device and otherwise operate a microcomputer and other equipment. Work is performed indoors where minimal safety considerations exist.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.