CAO Operations Support Specialist

Category: Classified
Pay Grade: C22
Job Code: 03422

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY
Performs advanced administrative and technical work in the County Attorney’s Office (CAO) that covers a broad combination of functions and assignments. Work includes support of highly technical operations in the day-to-day delivery of the department’s services and activities to include Legal Secretary duties combined with highly technical automated computer business systems support. Duties may include data analysis, report generation, budget preparation and problem solving. Independent analysis and work decisions are made on technical matters. Independent coordination and judgment is required in dealing with internal and external customers. This class supports legal functions as well as departmental automation activities such as technical user support, system installations and acting as a liaison to vendors, contractors, and the Business Technology Services Department.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)
• Evaluates technical processes within the CAO and makes recommendations for system improvements;
• Performs a wide range of tasks, duties and assignments to support highly technical operations in the day-to-day delivery of the CAO legal services and highly technical automated computer business systems support;
• Provides technical users with application documentation and training programs on proper use of equipment and software;
• Identifies deficiencies in operations, business processes, and customer service that require amendment to operating policies and procedures;
• Prepares legal instruments such as pleadings, ordinances, legal briefs, agreements, legislations, subpoenas, deeds, resolutions, and related documents;
• Coordinates and assists with information processing system installations, loads software, resolves equipment problems, performing system recoveries and backups;
• Sets up files, files letters, legal pleadings, and related materials and assembles information for supervisor's use;
• Advises management on applications to assist department operations;
• Acts as liaison to vendors, contractors, and the Pinellas Business Technology Services (BTS);
• Coordinates and attends meetings;
• Builds key reports to support business operations, management statistics, and data quality;
• Assists the Management Team when it comes to the selection of computer software, hardware and peripherals;
• Trains users to operate computer applications;
• Responds to users’ requests to generate reports; may perform modifications to existing programs, using statistical packages or programs;
• Oversees receipt and setup of equipment, and installation of new or enhanced software;
• Performs tasks involving entry, correction, and maintenance of databases;
Tests new system features, new hardware, new business workflows to determine effectiveness in meeting department’s needs;

Assists in the development of manuals, SOPs, plans, and procedures;

Performs records management responsibilities for department;

Coordinates software licenses in conjunction with BTS;

Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:
Two (2) years of experience in the analysis and management of an information systems networks administrative and operational requirements for computer operations related to a specific department or division, combined with two (2) years of legal secretarial experience, or an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

Florida Driver’s License or Florida Commercial Driver’s License and endorsement, if any.
Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations;
Knowledge of computerized data collection, analysis methods, and report generation;
Knowledge of business English, spelling, arithmetic and bookkeeping standards;
Knowledge of CAO automation systems and the operation of commercial word processing, database and spreadsheet programs;
Knowledge of departmental organization and functions;
Knowledge of in-depth department processes/programs, legal functions, practices, policies and procedures;
Ability to perform analyses and generate reports, which may include skill in the manipulation of equipment and data relative to computer graphics and internet web sites;
Knowledge of research techniques, methods, and procedures.
Skill in making formal, oral presentations to staff;
Skill in planning, developing, evaluating, and implementing policies and procedures.
Ability to make decisions in accordance with laws, regulations, or policy and apply these to work problems;
Ability to communicate effectively in verbal, written, graphic and visual form;
Ability to independently analyze and solve problems and render effective advice or assistance.

PHYSICAL/MENTAL DEMANDS
The work is medium and requires exerting up to 30 pounds of force occasionally, and up to 15 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

Grasping: Applying pressure to an object with the fingers and palm.
Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
Standing: Particularly for sustained periods of time.
• Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
• Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
• Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
• Crouching: Moving about on hands and knees or hands and feet.
• Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
• Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
• Handling: Picking, holding, or otherwise working, primarily with the whole hand.
• Kneeling: Bending legs at knee to come to a rest on knee or knees.
• Lifting: Raising objects up to 30 pounds from a lower to a higher position or moving objects horizontally from position to position. Occurs occasionally and requires substantial use of upper extremities and back muscles.
• Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
• Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
• Reaching: Extending hand(s) and arm(s) in any direction.
• Standing: Particularly for sustained periods of time.
• Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.

**WORKING CONDITIONS**

Work is typically performed in a safe and secure work environment that may periodically have unpredictable requirements or demands.