

## OFFICE SPECIALIST

Job Code	Pay Grade
11036	CL6

### Nature of Work

This is moderately complex work providing clerical support in one or more of the following areas: Customer Service, Accounting or Office Support. The employee supports departmental activities in a wide range of County programs, services, and offices. An employee in this class is responsible for evaluating situations and inquiries in order to provide the most useful and appropriate information; explaining in general terms the procedures and functions of the various County and other governmental agencies; helping and assisting others and taking appropriate action or making proper referrals based upon this knowledge. Emphasis is placed upon exhibiting extreme tact and courtesy in handling customers and judgment is required in making frequent decisions. Decisions concerning departures from standard situations, practices and procedures may be referred to others for action. Instructions regarding work assignments, priorities and the application of office policies and procedures are generally provided by more senior staff; however, an employee in this class is expected to perform routine and standard everyday work assignments with basic guidance, exercising initiative and judgment based upon experience.

### Minimum Qualification Requirements

- 2 years of office support experience dealing with administrative matters, customer accounts, and service problems, general clerical and experience in the use of computers and general office equipment; or
- Associate's degree, trade school, or vocational training degree, diploma, or certificate that includes training or experience as described above; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- 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.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Provides information, assistance and services to the general public, employees, and others in person, by telephone, or by other forms of communication.
- Assists in the dissemination of information concerning the programs and services of various County agencies.
- Operates computer equipment in providing information, resolving routine problems and complaints.
- Performs computer related duties including encoding data, data entry and retrieval, and routine computer operations.
- Performs routine cashier, billing, receipt, clerical and filing duties.
- Receives and obtains computer data into personnel, budget and accounting systems.
- Validates and processes financial forms, payroll information, other forms and paperwork.

## OFFICE SPECIALIST (continued)

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### Illustrative Tasks (continued)

- Compiles, sorts, tabulates and summarizes data from customers, computer data, files and other sources.
- Researches, compiles, sorts, tabulates, and summarizes data from files and other sources.
- Produces computer drafts and business correspondence, reports, documents and memoranda.
- Validates and processes a wide range of information such as payroll, business and other forms to support unit operations.
- Prepares requisitions; orders supplies, equipment and materials.
- Maintains records, libraries, and office files.
- Receives and maintains materials, records and supplies and assists in checking materials against invoices or orders.
- Issues materials, assembles, packs and transports or arranges information.
- Picks up, delivers or receives and disseminates mail and other information.
- May operate office equipment, transcription equipment, document printing devices and other special equipment.
- Keeps appointment calendars, schedules appointments, researches and assembles information for others.
- May relieve or fill in for other employees.
- Assists and provides routine support on inquiries from others for assistance, services, and resolution to problems.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Assists higher level staff in performance of a wide range of activities.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of business English, spelling and punctuation.
- Knowledge of standard office practices, procedures and equipment.
- Knowledge of the principles and practices of cashier functions.
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to receive the public with tact, patience and courtesy.
- Ability to sort paperwork, file and otherwise acquire information to perform basic County Government office assistance.
- Ability to perform computer data entry and word processing functions.
- Ability to understand and carry out basic and written instructions and keep records.
- Ability to compose and prepare routine communications.
- Ability to make arithmetical computations with speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
12/07	Administrative Support	Classified