

OFFICE SPECIALIST, SENIOR

Job Code	Pay Grade
11044	CL8

Nature of Work

This is complex office work providing specialized support performing delegated administrative tasks and involves advanced clerical, accounting, and public contact work in an automated office environment. At this level the employee is considered a departmental expert in a focus area of responsibility of notable significance; or independently performs general administrative and fiscal duties for a small sized workforce; and/or resolves more difficult customer service problems that require exercising a high degree of independent judgment and knowledge of agency or department operations. Duties may also include responsibility over a clerical staff engaged in similar work. An employee in this class is responsible for processing and maintaining large numbers of complex administrative, fiscal records or customer accounts. Emphasis is placed on exhibiting extreme tact and courtesy in resolving work related problems or customer disputes and independent judgment is required in making frequent decisions. Decisions concerning departures from standard policies and procedures are normally referred to a supervisor for action. Work involves leading and training subordinate personnel, researching problems and recommending solutions for approval. A strong knowledge of departmental policies and procedures is required to handle problems or difficult customer contacts. The position reports to a manager, supervisor or designee.

Minimum Qualification Requirements

- 3 years of office support experience dealing with administrative matters, customer accounts, and service problems; general clerical and office experience in the use of computers and related office equipment; 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services Exclusion List.

Illustrative Tasks (These are example and are not all inclusive.)

- Assists in the dissemination of information and implementation of various county programs and services.
- Provides information, assistance, and services to the general public, employees, and others in person, thru computer business applications, by telephone, or by other forms of communication.
- Delivers support and assistance to others as well as higher level staff in performance of a wide range of county wide missions, functions, and activities.
- Operates a computer, phones, and other equipment to provide information, resolve routine problems or complaints completing tasks that may include data entry, data retrieval, and coordination with other units.
- Performs regular administrative office support for activities that may require core experience in a program or assignments, such as, in elections, purchasing, cashiering, billing, accounting, inventory control, finance, customer relations, and other county services.
- Prepares and processes requisitions for office/field purchases for materials, supplies, chemicals, equipment and services receiving and initiating work orders and purchase orders using a variety of business unit applications and processes.
- Researches, compiles, sorts, tabulates, summarizes and communicates information from rules, regulations, guides, policy manuals, customer sources, computer data, reports, files, and other sources.
- Maintains and processes records of purchasing activities; inspects and ensures quantity, quality, and timeliness of goods and services against purchase specifications to accept or reject goods as indicated plus may sign for delivery as well as resolve problems with vendors through payment processes.

OFFICE SPECIALIST, SENIOR (continued)

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Illustrative Tasks (continued)

- Checks work processes and requests, orders, purchases, forms, work orders, and other administrative information.
- Plans and confirms required information, filings, bills, expenditures including the preparation of requisitions; orders supplies, equipment and materials.
- Receives and maintains records, materials, and supplies and assists in checking materials against invoices or orders including Material Safety Data Sheets (MSDS).
- May operate office equipment, transcription equipment, printers, copiers, and other assignment specific equipment.
- May send, deliver, pick up, receive and distribute mail, supplies, materials, tools, and equipment.
- Maintains appointment calendars, schedules plus researches and assembles information for others.
- Coordinates the activities of volunteer personnel as needed within the unit, section or department.
- May relieve or fill in for other employees.
- 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 purchasing and storekeeping methods, procedures, and record administration to order, purchase, receive, store, issue, track, and inventory a broad range of equipment, materials, and services.
- Knowledge of the principles and practices of cashier functions.
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to serve as unit leader and guide others in completion of assignments.
- 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 apply computer applications and software and complete 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.
- Ability to sit, stand, lift, and perform physical labor to complete location specific assignments including inspections, material inventory control, and other tasks.

For official use only

Revised	EEOC Code	Overtime Code
7/13	Administrative Support	Classified