

# BUSINESS SUPPORT SPECIALIST

Job Code	Pay Grade
16972	CL12

## Nature of Work

This is administrative and technical work in the administration and coordination of personnel, travel, accounting, and purchasing that includes responsibility for representing and assisting the organization to implement a broad range of policies and procedures in a very large county department. Employees in this class are responsible for understanding and implementation of personnel and other administrative programs, explaining such information, procedures, laws, rules, and regulations to managers, supervisors, employees, and customers. Duties may include preparation and publication of management reports; conducting initial intake of employee complaints about workplace issues; assisting with investigations of workplace problems; reviewing and processing travel requests, reviewing and tracking training classes, or assisting with a wide range of administrative tasks supporting the department's programs and operations. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to rigid deadlines. Non-standard situations and complex technical problems are referred to a supervisor with recommended courses of action.

## Minimum Qualification Requirements

- 4 years experience in customer service, finance, accounting, personnel, administration, purchasing or a related field that includes lead worker, supervisor, trainer, or supervisor training; or
- Associate's degree in business, finance, information technology or a related field and 2 years experience as described above; or
- Bachelor's degree and 6 months experience in a related field; 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Conducts special projects and research on administrative matters for management.
- Assists with investigations of workplace problems.
- Compiles and analyzes data; prepares statistical and other reports for management use.
- Counsels and provides information on employment laws, personnel rules, county and department policies, procedures and operations to management and employees.
- Trains or leads employees, reviews work, advises other departmental clerical employees, develops operational procedures.
- Conducts orientation to newly hired employees, drives a van to various worksites, and coordinates orientation with departmental personnel.
- Informs and counsels employees on promotion and transfer possibilities.
- Acts as liaison with the Human Resources Department.
- Reviews and processes all travel requests.
- Assists the supervisor with coordinating training and maintaining training records.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of administrative, management and supervisory policies and procedures.
- Knowledge of the principles and procedures of current office operations.
- Knowledge of personnel functions, practices, policies, and procedures.

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### Knowledge, Skills, and Abilities (continued)

- Ability to communicate orally and in writing to make presentations and briefings to individuals and groups.
- Ability to maintain filing systems, analyze data, prepare reports, analyze information, resolve administrative problems, and make recommendations to improve administrative programs.
- Ability to perform technical computations and statistical tabulations, and prepare reports based upon the findings.
- Ability to understand and follow oral and written instructions and express oneself clearly and concisely, orally and in writing.
- Ability to respond to inquiries or complaints with tact and courtesy.
- Ability to apply computer applications and software as well as operate other equipment to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified