

UNIFIED PERSONNEL SYSTEM

Annex Building 4th Floor
400 S. Fort Harrison Ave.
Clearwater, Florida 33756
Phone: (727) 464-3367
FAX: (727) 464-3949
www.co.pinellas.fl.us/persnl
Website: www.pinellascounty.org



Peggy Rowe
Director

TO: The Honorable Deborah Clark, Supervisor of Elections

FROM: Peggy Rowe, Director of Human Resources *Peggy Rowe*

SUBJECT: Audit of One (1) Encumbered Senior Office Specialist Position SOE/C20, (pay grade CL8, \$28,246-\$42,806) in the Office of the Supervisor of Elections

DATE: May 31, 2012

OVERVIEW

The Human Resources Department (HR) reviewed the duties and responsibilities assigned the subject position. The position was last reviewed in 2009 when the Personnel Board approved a career ladder policy covering Supervisor of Elections (SOE) office support positions to achieve more effective use of SOE and to provide noncompetitive career ladder advancement from entry level at Elections Aide, Pay Grade CL6, through Senior Office Specialist, Pay Grade CL8, in accordance with the approved plan. The incumbent received a career ladder promotion in February 2011. HR makes the following recommendation based on the review and analysis of the duties and responsibilities of the position.

RECOMMENDATION:

It is our finding that the assigned duties and responsibilities are appropriate and consistent with the current classification and no change is recommended.

ANALYSIS:

The duties assigned to this position cover a variety of subject matter and operation specific SOE tasks. Specific tasks include advanced clerical public contact work by phone/mail; voter registration records maintenance; mail ballot processing; and operating the outgoing/incoming mailer equipment for return in the mail ballots. The position is one of 6 administrative support positions that reports to an Elections Office Manager, pay grade 150. Principal tasks require the incumbent to maintain valid voter registration records; process mail ballots, and perform technical support to the Pitney Bowes Relia-Vote mail ballot sorter equipment and system. The position maintains, activates, and operates the Pitney-Bowes Relia-Vote mailer equipment used to process outgoing and incoming voter mailing package envelope/document sorter, documentation scans, and recordkeeping. The position guides and assists others to maintain the mailing processes that are vital to complete the outgoing/incoming voter information and ballot process. This position functions, as do other SOE positions, as a team leader on highly specialized processes. This position is assigned responsibility to guide and operate automated mailing equipment. At election time, this position provides administrative support, direction and guidance to assigned personnel. Co-workers and more senior staff share responsibility for this position's duties and responsibilities. This position's administrative tasks were increased due to a career ladder promotion in 2011, but the additional duties do not support a higher classification. The duties and responsibilities of this position and the level of work assigned are consistent with the Senior Office Specialist classification at a pay grade CL8 (\$28,246-\$42,806).

I agree with the recommendation in this report.

Deborah Clark
Deborah Clark, Supervisor of Elections

06/01/12
Date

PR/AG/gjc
Doc Id: SOEC20

SENIOR OFFICE SPECIALIST

Job Code	Pay Grade
11044	CL8

Nature of Work

This is complex office work providing specialized support performing delegated administrative tasks and involving 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, which requires exercising a high degree of independent judgment and knowledge of departmental 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.

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.)

- Provides information, assistance and services to the general public, employees, and others, in person, by telephone, or by other forms of communication.
- Assists and provides routine support on inquiries from others for assistance, services, and resolution to problems.
- Assists higher level staff in performance of a wide range of activities.
- 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 from personnel, budget and accounting systems.
- Validates and processes financial forms, payroll information, other forms and paperwork.
- Researches, compiles, sorts, tabulates and summarizes data from customers, computer data, 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.

SENIOR OFFICE SPECIALIST (continued)

Job Code	Pay Grade
11044	CL8

Illustrative Tasks (continued)

- Prepares requisitions; orders supplies, equipment and materials.
- 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.
- Coordinates the activities of volunteer personnel as needed within the 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 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 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
8/07	Administrative Support	Classified