



Office Specialist 2

Category: Classified
Pay Grade: C15
Job Code: 11044

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 complex office work providing specialized support performing delegated administrative tasks and involves advanced clerical, accounting, and public contact work in an automated office environment; performs general administrative and fiscal duties for a small sized workforce; resolves more difficult customer service problems that require exercising a high degree of independent judgment and knowledge of agency or department operations; may also include responsibility over a clerical staff engaged in similar work; processes and maintains large numbers of complex administrative, fiscal records, or customer accounts.

ESSENTIAL JOB FUNCTIONS (examples, 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, through 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 countywide 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 and 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;
- 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 and 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 and 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 other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (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.

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

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.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- 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.
- Grasping: Applying pressure to an object with the fingers and palm.
- 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 from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree 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.
- 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.
- 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.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires me to be sensitive to change and responsive to changing goals, priorities, and needs.