



## **Business Support Specialist 1**

**Category:** Classified  
**Pay Grade:** C19  
**Job Code:** 16972

*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 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; understands and implements personnel and other administrative programs, explaining such information, procedures, laws, rules, and regulations to managers, supervisors, employees, and customers; prepares and publishes management reports; conducts initial intake of employee complaints about workplace issues; assists with investigations of workplace problems; reviews and processes travel requests, reviewing and tracking training classes, or assisting with a wide range of administrative tasks supporting the department's programs and operations.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Conducts special projects and research on administrative matters for management;
- Assists with investigations of workplace problems;
- Compiles and analyzes data and 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, and 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;
- Verifies and updates inventory for multiple divisions, compiles related data, and makes changes as needed;
- Monitors contract status and mediates between contract vendor and users;
- Assists with budget coordination and support and monitoring of P-Card spending; and
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Four (4) years of experience in customer service, finance, accounting, personnel, administration, purchasing, or a related field that includes lead worker, supervisor, trainer, or supervisor training; or an Associate's degree in business, finance, information technology, or a related field and two (2) years of experience as described above; or a Bachelor's degree and six (6) months of experience in a related field; 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.
- Other knowledge, skills, abilities, and credentials required for a specific position.

**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.
- 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.

**PHYSICAL/MENTAL DEMANDS**

This is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. 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.
- 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.
- 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 sensitivity to change and responsiveness to changing goals, priorities, and needs.