

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: OFFICE SPECIALIST III (938)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-Exempt

CLASS SUMMARY

Under general supervision, performs advanced office and clerical work in support of a division. Responsibilities include regular contact with government officials, City Council or board or commission members, representatives of business or community organizations, the public, and all levels of City personnel to exchange information and explain administrative policies and procedures. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED;
- Four (4) years of progressively responsible secretarial or office administrative experience; AND
- Computer proficiency in Microsoft Word and Excel.

LICENSES/CERTIFICATIONS

- Possession of a valid California Class C driver’s license is required at time of appointment and for duration of employment.

DESIRABLE QUALIFICATIONS

- Completion of college level courses in the areas of management and/or supervision;
- Business or secretarial training and experience in dealing with governmental, community, and business representatives; and
- Computer proficiency in Microsoft Access and Power Point.

DISTINGUISHING CHARACTERISTICS

This advanced secretarial class is distinguished from other City office support classes in that incumbents normally report to division head or higher City position with responsibilities involving the frequent use of tact, discretion, initiative, and independent judgment. This class differs from the lower level Office Specialist II in that the latter is a journey level class that performs routine clerical work. This class is distinguished from the higher-level Office Specialist IV classification, in that the latter is responsible for performing advanced administrative work to support departmental functions.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Under general supervision:

- Performs complex secretarial and administrative support work in support of departmental functions;
- Provides lead direction, training, and review of assigned office support staff work;

OFFICE SPECIALIST III (CONTINUED)

- Receives and screens visitors and telephone calls providing information which regularly requires the use of judgment and the interpretation of policies and procedures;
- Conducts routine research, compiles data, and performs routine statistical analysis;
- Sorts and distributes mail received by administrative staff;
- Types drafts and a wide variety of finished documents from longhand notes, brief instructions, or printed materials using a personal computer system and word processing software;
- Initiates specified correspondence independently for signature by appropriate management staff;
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage;
- Organizes and maintains various administrative, reference, and follow-up files;
- Organizes meetings by notifying participants, making room arrangements, and preparing required informational materials;
- Prepares minutes or summaries of activities of commission and board meetings;
- May perform budget maintenance and assist division head or higher level management staff in budget preparation;
- Relieves managers and supervisors of certain administrative matters by following up on projects, transmitting information, keeping informed of pertinent activities, making appointments, and maintaining a calendar;
- Organizes own work, sets priorities, and meets critical deadlines; ensures that such deadlines are met by other staff;
- May provide relief back-up support for clerical staff as required; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of

- Standard office administrative and secretarial practices and procedures, including business letter writing;
- The operation of common office equipment including a personal computer, on-line terminal, and facsimile machine;
- Recordkeeping;
- Report preparation;
- Filing methods;
- Correct English usage, including spelling, grammar, punctuation, and vocabulary;
- Standard business arithmetic;
- Basic supervisory principles and practices; and
- Office safety practices, procedures and standards

Ability to:

- Provide varied, complex, and often confidential secretarial and office administrative assistance to division head or higher level management staff;
- Use initiative and independent judgment within established guidelines;
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the general public;

OFFICE SPECIALIST III (CONTINUED)

- Analyze and resolve administrative situations and problems;
- Research, compile, and summarize a variety of informational materials;
- Use word-processing, spreadsheet, and scheduling software proficiently;
- Compose correspondence independently or from brief instructions;
- Instruct staff in work procedures;
- Direct and review the work of assigned staff;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Work in a team-based environment and achieve common goals;
- Communicate clearly and effectively, both orally and in writing;
- Understand and follow oral and written instructions;
- Deal tactfully and courteously with the public; and
- Walk or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties .

SUPERVISION RECEIVED

Works under the general supervision of a division head or higher-level City position; or other supervisory position as assigned.

SUPERVISION EXERCISED

May supervise assigned secretarial and/or general clerical support staff.

SPECIAL CONDITIONS

Must be able to perform all of the essential functions of the job assignment.

CLASSIFICATION HISTORY

Rev. 07/2017; Rev. 03/2020