

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

**TITLE: Office Specialist III**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Various	Various	Non-Exempt

**CLASS SUMMARY**

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. 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.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

Minimum Requirements:

- 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.

***ACCEPTABLE SUBSTITUTION***

None

***LICENSES/CERTIFICATIONS***

- Possession of a valid California Class C driver's license is required at time of appointment and for duration of employment.
- ~~Certification of the ability to type at a net rate of 50 wpm on a computer is required at time of application.~~

***OTHER REQUIREMENTS***

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

**TYPICAL DUTIES**

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

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;
- Receives and screens visitors and telephone calls providing information which regularly requires the use of judgment and the interpretation of policies and procedures;

## **OFFICE SPECIALIST III (938)**

- 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;
- Analyze and resolve administrative situations and problems;

## **OFFICE SPECIALIST III (938)**

- Research, compile, and summarize a variety of informational materials;
- Use word-processing, spreadsheet, and scheduling software proficiently;
- Compose correspondence independently or from brief instructions;
- ~~Type from clear copy at a net rate of not less than 50 words per minute on a computer keyboard;~~
- 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.

### **CLASSIFICATION HISTORY**

Established 7/2007; ~~Rev. 4/2024~~