

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

TITLE: OFFICE SPECIALIST II (936)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Citywide</u>	<u>Varies</u>	<u>Non-exempt</u>

~~OFFICE SPECIALIST II~~
~~(936)~~

~~EDUCATION AND EXPERIENCE~~ **MINIMUM QUALIFICATION**

~~Minimum Requirements:~~ *Education and Experience*

- Graduation from high school or its equivalent; and
- One (1) year of general clerical and typing experience; and
- Computer proficiency in Microsoft Word and Excel.

Desirable Qualifications:

- Computer proficiency with the entire Microsoft suite including; Outlook, Access, and Power Point.

LICENSES/CERTIFICATIONS

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

DISTINGUISHING CHARACTERISTICS

This is a journey-level class responsible for general or routine City office support. Incumbents at this level receive occasional instruction or assistance as new or unusual situations arise.

Responsibilities include regular contact with the public and all levels of City personnel. This level is distinguished from other Office Specialists in that they normally report to employees in higher clerical, technical and/or supervisory classifications.

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 general clerical duties related to assigned functional area and department;
- Types a wide variety of material from rough draft or copy, marginal notes, or verbal instructions, including: letters, reports, legal documents, property descriptions, specifications, requisitions, warrants, vouchers, work orders, and various other forms, materials, and statistical data;

OFFICE SPECIALIST II (continued)

- Performs counter and telephone service, screening calls and answering inquiries involving routine departmental procedures, activities, and functions;
- Refers and occasionally reconciles complaints;
- Reviews and accepts requests, permits, and application forms;
- May receive and issue receipt for cash, currency, and checks;
- Operates duplicating equipment;
- Enters and retrieves data from an on-line financial system or personal computer following established formats;
- Operates facsimile or other equipment used in requesting and transmitting records or other information;
- Proofreads and checks typed and other materials for accuracy, completeness, compliance with City policies, and correct English usage including grammar, punctuation, and spelling;
- May receive, sort, distribute, and dispatch mail;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
- Searches for and removes file material; prepares records for retention;
- Arranges routine material for typing;
- Maintains mailing lists;
- Prepares acknowledgments and replies from form letters;
- Secures, prepares, and copies standard departmental information and data, proceeding semi-independently;
- Verifies columns of figures; checks and tabulates statistical data;
- Performs simple arithmetical calculations and posting work incidental to report or record-keeping preparation;
- Assists in researching cabinet and computer files, applying sometimes vague and incomplete information;
- Provides clerical assistance to others; responding to their appropriate requests for information and/or records;
- May operate adding, calculating, and other office machines and appliances;
- Orders supplies; coordinates repairs; audits invoices; matches invoices to purchase orders; deals with vendors;
- Operates personal computer equipment which utilizes word processing, spreadsheet, and other software applications;
- May compile, review for accuracy, and forward payroll documentation;
- May process subpoenas and/or warrants of arrest received from various courts;
- May operate satellite radio, using police or other radio codes;
- May assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meeting as assigned; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Office practices and procedures, including filing and the operation of standard office equipment;
- Correct English usage, including spelling, grammar, and punctuation;

OFFICE SPECIALIST II (continued)

- Business letter writing; the standard format for typed materials; and basic business arithmetic; and
- Telephone procedures and etiquette.

Ability to:

- Perform detailed clerical work accurately;
- Organize and maintain accurate office files;
- Compose routine correspondence from brief instructions;
- Sort and verify statistical and financial data;
- Spell correctly;
- Use proper English;
- Make accurate arithmetical computations;
- Use initiative and sound independent judgment within established guidelines;
- Operate standard office equipment, including a centralized telephone system;
- Use personal computers and applicable software;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Understand and carry out oral and written instructions;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Deal tactfully and courteously with others;
- Handle complaints in a thorough, professional manner;
- Work in a team-based environment and achieve common goals;
- ~~Type from clear copy at a net rate of not less than 50 words per minute on a computer keyboard; 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 employees in higher clerical, technical and/or supervisory classifications.

SUPERVISION EXERCISED

May assist in the training of new personnel.

SPECIAL CONDITIONS

Incumbents of this classification may be required to work unusual hours and weekends in the performance of their duties.

OTHER REQUIREMENTS

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

CLASSIFICATION HISTORY

Revised: March 2013

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