



CLASSIFICATION NO. 631
Revised: 8/90, 7/17
FLSA: Non-Exempt
EEO: 6

OFFICE SPECIALIST 1

CLASS CHARACTERISTICS

Under supervision, to perform a variety of responsible administrative support activities in County offices according to established practices and procedures; to provide information and assistance to the public; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Office Specialist series performs a variety of moderately difficult administrative support activities according to generally established guidelines, regulations or instructions. While incumbents are expected to understand and correctly apply appropriate rules, procedures and guidelines, higher-level assistance is normally available for advice and consultation as new or unusual situations arise.

The Office Specialist 1 is the journey-level in the series. Incumbents perform a broad range of duties and functions under supervision to provide effective office operations and customer service according to established guidelines.

The Office Specialist 1 differs from the Office Assistant which performs more routine clerical duties and receives explicit instructions. The Office Specialist 1 is also distinguished from Office Specialist 2, which has increased responsibility, independently performs more specialized or technical work assignments, and typically serves as lead worker to other office staff.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Performs a variety of moderately complex clerical duties and functions to promote and maintain effective program services and procedures; processes data from a variety of documents associated with department reports, provision of client services, client histories, and quantitative or personnel reports; may perform clerical duties or functions of a sensitive or confidential nature.
2. Receives, transfers or refers calls to appropriate sources; provides basic program information and interpretation of office policies relating to department/division services; schedules appointments for clients with appropriate staff member(s); meets and greets the general public and/or clients and directs individuals to appropriate staff; may check in clients for appointments; makes outgoing calls related to services or appointments; refers complex issues to appropriate staff member(s) for assistance.
3. Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper format, document, and procedures.

4. Composes routine correspondence and proofreads/edits document for grammar, clarity, punctuation and spelling without altering author's intent; updates and maintains spreadsheets, databases, and reports; tracks and logs data for the department, division, and or employees; returns documents to originating person for editing or approval.
5. Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to department/division guidelines.
6. Monitors and gathers information and data in accordance with program requirements; posts records and makes simple adjustments or corrections to records according to direction; may compile and maintain files of data and fiscal information for budgeting and billing purposes; examines data for completeness and accuracy; corrects errors in basic math, names, addresses and other input data; interprets data for proper input to program formats; proofreads reports to verify accuracy of data input.
7. Orders and maintains adequate office supplies; processes personnel, accounting and purchasing information and documents.
8. Provides assistance scheduling and setting up conference rooms for meetings and events.
9. Operates a variety of office equipment with high degree of accuracy, skill, and independent judgment.
10. May train staff related to duties in assigned areas.

REQUIRED KNOWLEDGE AND SKILLS

Knowledge of: Modern office practices, procedures and techniques; basic English composition, spelling, grammar, and punctuation; arithmetic and general recordkeeping/bookkeeping processes.

Working knowledge of: Office equipment, including computers and software programs.

Skill to: Communicate effectively, both orally and in writing; accurately and effectively perform the various assigned tasks and duties following general procedures and program policies; establish and maintain effective working relationships with the public, clients and other staff in a courteous, professional manner; understand and effectively adhere to stated oral and written instructions, communications, and procedures; apply newly assigned procedures and practices to specific work assignments; type accurately and at an acceptable rate of speed; operate office equipment; provide backup services as needed; operate computer software.

WORKING CONDITIONS

Duties may include contact with individuals from varied socioeconomic groups or individuals who are hostile and/or emotionally distressed and in need of Clackamas County services.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following

minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which will include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies and Housing Authority must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 11/20