



CLASSIFICATION NO. 632

Established: 10/80

Revised: 8/90, 6/07, 12/15

FLSA: Non-Exempt

EEO: 6

OFFICE SPECIALIST 2

CLASS CHARACTERISTICS

Under general supervision to perform administrative support activities of a complex or technical clerical nature in County offices which require advanced skills, independent judgment and discretion; to provide information and assistance to the public; to act as lead worker of a specific clerical function overseeing the work of others; 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 2 is the advanced working level in the series. Incumbents perform clerical duties of a complex or technical nature, typically have more autonomy and may have lead worker or sole responsibility for a major clerical function. Assignments at this level are difficult; duties involve the examination and consideration of facts, researching and sometimes consulting technical or professional manuals and staff in order to resolve/address issues and problems. Employees are expected to use initiative, skill, and ingenuity to receive, organize, process and distribute information, solve problems, and oversee the work assignments of other clerical staff.

The Office Specialist 2 differs from Office Specialist 1 by its advanced skills, greater independence, and sole or lead responsibility for a major clerical function within an office. The Office Specialist 2 also differs from the Administrative Specialist series which performs administrative projects and assignments for a County director, manager, or work team and assists in budget preparation and control. The Office Supervisor differs from this level due to its full supervisory responsibility for office support staff.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Independently consults with program and office staff to establish and revise clerical systems, files and recordkeeping procedures to meet specific program needs; presents and/or interprets information to supervisor or staff if necessary.
2. Receives, transfers or refers calls to appropriate sources; provides complex or technical information which requires the interpretation of office or program policies and procedures in order to facilitate office operations or assist the general public; schedules appointments for

clients with appropriate staff member(s); meets and greets the general public and/or clients and directs individuals to appropriate staff; checks in and processes clients in preparation for appointments; makes outgoing calls related to services or appointments; processes transactions, computes or verifies data, fees, or payments; determines when to refer members of public or clients with varying temperaments to appropriate staff member(s) for assistance.

3. Processes, enters, and examines complex or technical materials such as legal forms, formal documents and records where specific procedural requirements are complex, and where accuracy and effectiveness are critical; interprets data for proper input to program formats; determines necessary changes to data gathered or entered; may perform duties or functions of a sensitive or confidential nature.
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. Maintains filing and record systems with a variety of subject matter to provide easy access to records and information; provides retention of records as needed and/or requested; assists with record requests as needed; consults with supervisor as to nature of data requested.
6. Monitors and documents information and data in accordance with program requirements; posts records and makes adjustments or corrections to records as needed; maintains data and fiscal information for budgeting and billing purposes; examines and edits data for completeness and accuracy; corrects error in math, names, addresses, and other input data; interprets data for proper input to program formats; proofreads reports to verify accuracy of input.
7. Provides assistance scheduling and setting up conference rooms for meetings and events.
8. In consultation with supervisor, monitors and prioritizes projects and assignments; makes work assignments, trains employees, checks completed work and provides backup support to staff when needed; reports operating problems to supervisor.
9. May interpret program procedures and guidelines, facilitate operations, and/or assist in the training of staff when working with public, clients, and other departmental personnel or staff of other businesses.
10. Effectively operates complex equipment and office machinery in the office; serves as departmental liaison with service and vendor personnel when problems occur; reconciles routine problems by consulting technical manuals.
11. Trains staff related to duties in assigned areas; performs special projects as assigned.
12. Within Facilities Management, assists with litter patrol; monitors restroom cleanliness and supplies; notifies maintenance staff of issues related to buildings, parking lots, or restrooms, identifies possible safety hazards and required maintenance.

REQUIRED KNOWLEDGE AND SKILLS

Considerable knowledge of: Accepted office practices, procedures and techniques; Basic English composition, spelling, grammar and punctuation; arithmetic, clerical/accounting principles and processes.

Some knowledge of: Techniques of supervision and training; concepts and techniques of prioritizing, organizing work; applicable program policies and procedures and/or rules, regulations and statutes depending upon assignment of duties and responsibilities.

Working knowledge of: Office equipment, including computers and software programs and their functions/capabilities.

Skill to: Independently, accurately and effectively perform assigned tasks and duties following established procedures and program policies; establish and maintain effective working relationships with the public, staff, clients, and other personnel of other businesses in a courteous, professional manner; communicate effectively, both orally and in writing; effectively accomplish a variety of duties with competing priorities; apply related principles, policies and procedures to specific work assignments; skillfully operate office equipment and computer software; type at a speed necessary for successful job performance; teach other staff particular work assignments and the operation of office equipment.

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.

Within Finance Department, Facilities Management Division: Duties require frequent reaching overhead, kneeling, bending, grasping, fine motor control, the ability to lift and lower objects up to 35 pounds, and push 130 pounds, and frequent exposure to slippery surfaces and adverse weather conditions.

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 two (2) years 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.

Within Facilities Management employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with State and Federal legislation.

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