

OFFICE SPECIALIST

KIND OF WORK

Variety of administrative work supporting customer service, central services and office and administrative services.

NATURE AND PURPOSE

Under immediate supervision, performs a wide range of office support functions. Work is guided by well defined procedures and work rules. Problems are solved by following well defined directions or they are referred to a higher level position. Work at this level typically supports incumbents in the Customer Service Specialist, Central Services Administrative Specialist or the Office and Administrative Specialist class series.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Sorts and distributes mail.

Weighs mail and places correct postage on letters and packages.

Directs callers and visitors to the appropriate person(s) and/or writes down messages.

Enters data into data bases.

Stocks shelves in store room and issues supplies as requested.

Types memos and letters.

Files and retrieves documents from manual and automated filing systems.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Typing/word processing sufficient to type letters and memos.

Data entry.

General office practices.

Alphabetical and numerical filing practices sufficient to file and retrieve documents/information.

Ability to:

Use human relations skills to interact with others (common courtesy, tact, interest in positive problem solving, empathy and logical organization of ideas).

Understand and effectively carry out oral and written instructions.

Handle physical tasks such as lifting, moving materials, retrieving materials for some positions.

Est.: 7/97

Rev.:

T.C.:

Former Title(s):