

OFFICE AND ADMINISTRATIVE SPECIALIST

KIND OF WORK

Administrative support work providing a variety of office services.

NATURE AND PURPOSE

Under general supervision, processes and maintains a variety of fiscal and program records, written materials and reports using general knowledge of program operations and procedures. Employees in this class may also account for receipts and disbursement of money for standard accounts. Some positions may require specialized skills such as key boarding.

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

Responds orally and in writing to routine/general inquiries based on knowledge of previous situations and often using established formats.

Types and edits materials using knowledge of procedures to determine the proper format, questions the author if something is obviously missing or is incorrect. This may require knowledge of specialized terminology.

Assembles and sends application materials, attachments and other forms based knowledge of standard procedures.

Codes, records, matches, posts, tallies, verifies and corrects data in order to maintain accurate financial and accounting records, administrative records and mailing lists.

Maintains automated and manual record systems for production, personnel and/or budget systems.

Collects and exchanges information and responds to questions from internal customers (agency employees that receive incumbent's services) by personal contact, phone or e-mail.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Record keeping systems sufficient to maintain administrative and fiscal data and to prepare reports.

Agency or program regulations and procedures sufficient to answer routine questions.

General office practices.

Business English, spelling and grammar sufficient to proofread materials and to ensure the accuracy and completeness of written materials.

General office equipment and procedures such as basic math, typing, data entry and related functions.

Ability to:

Work constructively with other employees and customers.

Organize and prioritize one's own work.

Organization ideas and information into logical written documents and reports.

Maintain the confidentiality of private information according to laws, rules, policies and procedures.

Understand and apply oral and written work instructions.

Est.: 7/97

Rev.:

T.C.:

Former Title(s):