

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE I
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

OFFICE SPECIALIST

BASIC FUNCTION

Performs advanced level clerical support duties that require detailed knowledge of the assigned division, department, or program, and its policies, procedures, and/or operating processes; assists in planning and implementing events within assigned department; and processes and tracks budget requisitions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification in the Office series is responsible for independently providing specialized clerical and administrative support to an assigned District division, department, or program. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS.

1. Performs a diverse range of clerical tasks in assigned department, division, or program; areas of responsibility include general business administration and/or specialized services.
2. Assists in planning and organizing program or department-related events; coordinates catering services; serves as a point of contact for student activities center and clubs on campus; reviews, books, verifies information, and receives payment from vendors.
3. Assists in overseeing student leadership programs for students who participate in District committees and/or within community leadership services.
4. Processes budget and/or trust requisitions or purchase orders; verifies requirements and accuracy of requests; obtains approval signatures and maintains records of all transactions.
5. When assigned to counseling, maintains student reservation system including statistical data, attendance records, and rosters; monitors SARS for counselor coverage; makes corrections and adjustments as needed; works with management to add counselor coverage; generates coverage reports.
6. May coordinate parking services office services; reviews and, within authority, determines disposition of parking issues and parking citation appeals; works with staff at each campus to ensure parking services and staff are operating efficiently in those locations.
7. When assigned to parking services, coordinates parking permit operations for the District; creates customer accounts; arranges for maintenance and troubleshooting on parking meters; provides parking logistics support for special events, including paid parking options, reserved parking areas, and parking personnel needed for the events.
8. Serves as primary contact for end users on specialized software or programs used in the department; troubleshoots issues; generates reports on system issues.

9. Compiles data to generate monthly statistical reports for management; checks data, makes necessary corrections, and produces data in final form; prepares and maintains a variety of databases and reports; balances work hours and processes timesheets.
10. Performs a variety of routine office clerical duties to support the operations of the assigned work unit including filing, preparing records, processing work orders, and assisting in ordering and maintaining office, equipment, and other related supplies; receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
11. Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, flyers, and event materials; inputs and retrieves data into various program, department, and/or District-wide software applications and database systems.
12. Participates in District-provided in-service training programs.
13. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Principles of lead direction and training.
2. Modern business and administrative procedures.
3. Operational characteristics of a wide range of office equipment.
4. Methods and techniques of compiling and organizing files and documents.
5. Methods and techniques of tracking budget expenses.
6. Methods and techniques of maintaining and monitoring a computerized reservation system.
7. General parking program rules, regulations, operations, and services.
8. General purchasing policies and procedures.
9. Methods and techniques of organizing special events in assigned areas.
10. Methods and techniques of publishing and distributing business documents, event flyers, and related materials.
11. Mathematical principles.
12. Recordkeeping principles and procedures.

Ability to:

1. Perform a diverse range of specialized clerical and administrative support duties.
2. Understand the organization and operation of the assigned program and/or work unit to assume assigned responsibilities.
3. Review and process a variety of forms and documents.
4. Plan, assign, and review the work of assigned staff.
5. Plan and implement specialized services for department events.
6. Serve as a resource for department staff on routine technology issues.
7. Monitor and track assigned budgets.
8. As assigned, provide specialized support to the District's parking operations and services.
9. Type a diverse range of business documents including letters, reports, and related materials.
10. Interpret and apply the policies and procedures of the function to which assigned.
11. Make accurate arithmetic computations.
12. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
13. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
14. Understand and carry out oral and written directions.
15. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.

16. Exercise independent judgment within general policy and procedural guidelines.
17. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
18. Communicate effectively in the course of performing work tasks.
19. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
20. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
21. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of clerical administrative experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.