



<b>Job Title</b>	<b>Senior Office Specialist</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>GNL</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>6</b>	<b>Job Code</b>	<b>12797</b>

**Class Specification – Senior Office Specialist**

<b>Summary Statement:</b>	
The purpose of this position is to perform a wide variety of secretarial, complex clerical and clerical accounting duties in support of an assigned division or program; perform the more complex duties assigned to the work unit; and provide information and assistance to the public regarding City policies and procedures.	
<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Perform a variety of secretarial, complex clerical, and/or accounting clerical duties in support of assigned department, division, or team. Review, research, and summarize a variety of fiscal, statistical, and other information; prepare various reports, memoranda, and correspondence. Maintain a calendar of activities, meetings and various events for assigned staff; schedule meetings and coordinate activities with other City divisions and departments, the public, and outside agencies. Screen office and telephone callers, respond to complaints and requests for information on regulations, procedures, systems, and precedents relating to assigned responsibilities.
25%	Maintain a calendar of activities, meetings, and various events for assigned staff; and schedule meetings and coordinate activities with other City divisions and departments, the public, and outside agencies. Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities.
20%	Serve as liaison for the assigned area with other City departments, divisions, and outside agencies; and answer questions and assist in negotiating and resolving sensitive and controversial issues. Perform a wide variety of complex clerical duties associated with automated and manual record keeping and administrative support systems; and review transactions and records in order to determine adequacy and accuracy of content and appropriate procedures to follow.



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15%	Prepare, coordinate, maintain, and distribute an inventory of supplies and equipment. Serve as system administrator for system installations, upgrades, modifications, and test projects; and implement scheduled back-up and recovery procedures. Collect and account for monies and fees; input information into database; and reconcile daily cash report and petty cash fund. Prepare, document, and schedule personnel actions as assigned; serve as liaison between workers compensation cases and employees; and maintain database to track injuries.
10%	May participate in supervising and reviewing the work of office staff responsible for providing clerical tasks in support of assigned division or program; assist in the prioritization of work assignments for clerical coworkers; provide training as necessary; provide information on office procedures; respond to and resolve inquiries; review and monitor work assignments to ensure quality and completion according to established timeliness; and recommend improvements in work flow, procedures, and use of equipment and forms.

<b>Competencies Required:</b>	
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	



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**Technical Skills Required:**

Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED).

Experience: Three years of full-time secretarial, clerical, or related support experience.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

**Supervision Received:**

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

**Fiscal Responsibility:**

This job title has no budgetary responsibility.



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**Physical Demands:**  
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: June 2015