

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: OFFICE SPECIALIST - RESTRICTED**

#### **BASIC FUNCTION:**

Under the supervision of an assigned manager, performs varied and responsible administrative support duties to support office operations and personnel within an office or department; coordinates and organizes office activities, supports personnel and office activities, projects, and initiatives; coordinates flow of communications and information as related to assigned duties and responsibilities; prepares and maintains a variety of manual and automated records and reports related to assigned activities.

#### **DISTINGUISHING CHARACTERISTICS:**

The Office Specialist performs specialized support and administrative duties for an office as assigned. This may entail supporting and coordinating the work of a variety of personnel, and completing a variety of office tasks, ranging from routine responsibilities to complex special projects. The office environment and assigned work may be subject to constant change.

#### **REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

#### **ESSENTIAL DUTIES:**

Performs varied and responsible office support and administrative duties in support of office operations and personnel within an office; coordinates and organizes office activities and work; coordinates flow of communications and information as related to assigned personnel and duties; assures smooth and efficient office operations.

Performs a variety of specialized duties and responsibilities in support of an office or department; addresses special matters and projects as assigned; supports office activities which may entail working on routine or complex matters; assists in coordinating the work of others for the completion of office tasks and initiatives.

Performs public relations and customer services in support of the office, office personnel and assigned projects; receives, screens and routes telephone calls; takes, retrieves and relays messages as needed; receives visitors, including administrators, staff, parents, and the public.

Exercises independent judgment in resolving a variety of issues; refers difficult issues to the administrator as needed.

Provides technical information and assistance related to program or organizational operations and related laws, rules, regulations, policies and procedures.

Compiles information and prepares and maintains a variety of records and reports; establishes and maintains filing systems; inputs a variety of data into an assigned computer system; establishes and maintains automated records and files; initiates queries, develops spreadsheets, manipulates data and generate various computerized lists and reports as requested; assures accuracy of input and output data.

Composes, develops, and formats, independently or from oral instructions, note or rough draft, a variety of written communications and materials to meet program and office needs; revises, verifies, proofreads and edits a variety of documents and communications.

Researches, compiles and verifies a variety of data and information; computes statistical information for various reports as necessary.

Coordinates, schedules, prepares for, and attends a variety of meetings, workshops and special events, including but not limited to preparing and sending out notices; compiling and preparing agenda items.

Performs a variety of budgeting, financial recordkeeping, and accounting duties in support of assigned programs, or projects as assigned; monitors fiscal activity and funds and for income and expenditures, and compared to established budget allocations; assists in assuring expenditures to do not exceed established budget limitations as assigned; calculates, prepares and revises accounting and budgetary data; balances and reconciles assigned accounts and budgets as required; processes budget transfers and purchase orders.

Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Maintains appointment and activity schedules and calendars; coordinates travel arrangements and hotel reservations as necessary; reserves facilities and equipment for meetings and other events as related to assigned responsibilities; schedules and arranges appointments, conferences and other events.

Monitors inventory levels of office and designated supplies; orders, receives and maintains appropriate levels of inventory as required; prepares, processes and codes purchase orders and invoices as assigned; arranges for billings and payments as directed.

Receives, sorts and distributes mail; prepares and distributes informational packets and bulk mailings as directed.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Department or program organization, operations, policies and objectives.

Policies and objectives of assigned programs and activities.

Terminology, practices and procedures of assigned office.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

Telephone techniques and etiquette.

Methods, procedures and terminology used in clerical accounting work.

Modern office practices, procedures and equipment.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Data control procedures and data entry operations.  
Interpersonal skills using tact, patience and courtesy.  
Operation of a computer and assigned software.  
Oral and written communication skills.  
Methods of collecting and organizing data and information.  
Mathematic calculations.

**ABILITY TO:**

Perform varied and responsible secretarial and administrative assistant duties to relieve the Director of administrative and clerical detail.  
Plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator.  
Assure smooth and efficient office operations.  
Learn organizational operations, policies and objectives.  
Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.  
Compose correspondence and written materials independently or from oral instructions.  
Perform a variety of clerical accounting duties in support of assigned department or program.  
Type or input data at an acceptable rate of speed.  
Answer telephones and greet the public courteously.  
Complete work with many interruptions.  
Compile and verify data and prepare reports.  
Maintain a variety of records, logs and files.  
Utilize a computer to input data, maintain automated records and generate computerized reports.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Add, subtract, multiply and divide with speed and accuracy.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Graduation from high school and supplemented by one year of college-level course work in a related area of study, and three years of clerical or secretarial experience involving frequent public contact, supplemented by successful completion of an administrative assistant, office management, or secretarial training program.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.  
Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Bending the waist, kneeling or crouching to file and retrieve materials.

Approved by Personnel Commission: December 14, 2016



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Kristin Olson  
Director-Classified Personnel Services

Date: 12/14/16