

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Office Specialist I	Job Code: 1001
Date: July 1, 1996	EEOC Code: OC

DEFINITION: This is semi-skilled, routine clerical support work requiring application of general office skills within a well-defined work environment.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a higher level secretary or designated supervisor and perform assigned tasks under close supervision and/or in a well-defined and structured work environment. This work differs from higher level specialist classes by its more routine, and more structured work environment and less skilled, less responsible nature. *Note: Employees of this class are eligible for advancement to the next level in this career series as directed by policy.*

ESSENTIAL DUTIES:

Types and inputs miscellaneous data into computer; maintains files; receives and routes calls; relays information; takes orders for repairs and new services.

Types reports, forms, and other documents; makes copies; operates various office machines.

Uses a computer terminal to enter and retrieve data in several different formats. May operate radio transmitters.

Receives calls or greets the public; gives routine information from reports and records; may handle confidential information.

Assists higher level clerical support staff in performance of their duties; assists other staff members as needed.

May make routine mathematical calculations and assist in bookkeeping or handling some cash.

Performs other related work as required.

MINIMUM REQUIREMENTS: High school diploma or G.E.D. with some course work in the secretarial sciences; or six months experience in clerical/secretarial work, including experience in the use of word processors.

License

Some positions in this class may require a valid, lawful driver's license.

SELECTION FACTORS:

Knowledge of:

- basic English composition, spelling, and grammar.
- the operations, functions, and terminology common to the work applied for.

Ability to:

- deal with the public in a pleasant, courteous, and calm manner in all circumstances.
- interpret and properly carry out general instructions.
- operate standard office machines and equipment including computers.
- communicate effectively both orally and in writing.

TOOLS AND EQUIPMENT USED: Computer terminal, typewriter, copy machine, ten-key adding machine, telephone, radio, fax machine, dictaphone, and other office equipment as necessary.

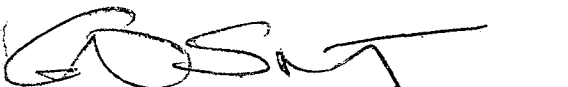
PHYSICAL DEMANDS: This work requires standing at a counter or sitting at a desk or computer terminal for extended periods of time.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards present. Some positions may include exposure to high-stress situations or environments, including, contact with the public in confrontational or uncomfortable circumstances. *Note: Employees of this class may be subject to on-call status.*



Department Director

9/9/96
Date



Mayor George O. Stewart

Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. This classification specification supersedes earlier specifications of this position. Management reserves the right to add or change duties at any time as needed without notice.