### PROVO CITY CLASSIFICATION SPECIFICATION

<table>
<thead>
<tr>
<th>Title: Office Specialist I, II, III</th>
<th>Job Code: 1001, 1003, 1005</th>
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<tbody>
<tr>
<td>Date: January 27, 2020</td>
<td>EEO Code: OC</td>
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<tr>
<td>FLSA Designation: Non-Exempt</td>
<td>Civil Service Status: Covered (UC)</td>
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</tbody>
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**DEFINITION:** This is clerical support work requiring application of general office skills within a well-defined work environment.

**CLASSIFICATION STANDARDS:** Positions allocated to these classifications are responsible to a designated supervisor and perform duties under close to general supervision. The multiple levels of this career series are distinguished by the amount of supervision, knowledge, and skill needed. **Note:** Employees of this class are eligible for advancement to the next level in this career series as directed by policy.

**ESSENTIAL DUTIES:**
- **Office Specialist I** - Input data into computer; maintain files; receive and route calls; relay information; take orders for repairs and new services; type reports, forms, and other documents; make copies; enter and retrieve data in several different formats; receive calls or greet the public or coworkers; give routine information from reports and records; may handle confidential information; assist higher-level clerical support staff in performance of their duties and other staff members as needed; may assist in bookkeeping or handling some cash; perform other related duties as required.

- **Office Specialist II** - All duties of Office Specialist I; edit correspondence for final review; design forms for review; maintain files and records; compile information; may be required to take notes at meetings; transcribe documents from audio files; compile figures for special reports; may provide work unit bookkeeping; may receive and receipt money; handle billings, inventories, requisitions, or purchase orders for work unit; may supervise subordinate workers; may receive, pick up, sort, and deliver incoming City mail; meter and mail outgoing mail; maintain and service inter-departmental office supply inventory; assist in preparation of purchasing division sealed bids; handle basic but highly specialized confidential investigations; perform other related duties as required.

- **Office Specialist III** - All duties of Office Specialist I and II; perform specialized tasks based on assignment; compile, edit and submit special report information for review; act as intermediary between superiors and the public; may originate correspondence for review; maintain calendars and schedules; organize and maintain work unit filing and records systems; may train, evaluate, and supervise secretarial/clerical staff; may assist in formulating, preparing, and monitoring unit budget and expenditures; perform other related duties as required.

**MINIMUM REQUIREMENTS:** High School Diploma or equivalent at all levels.
- **Office Specialist I** – any experience that demonstrates an ability to perform the essential job duties.
- **Office Specialist II** – two (2) years of comparable clerical experience.
- **Office Specialist III** – three (3) years of comparable major clerical experience.

**OR** an equivalent combination of job-related education and experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience]. Specific experience using specific computers or software packages may be required.

**License(s)/Certificate(s):** A valid, lawful Driver’s License may be required.

**SELECTION FACTORS:** Knowledge of: basic English composition, spelling, and grammar; operations, functions, and terminology common to the work. Skill in: interpersonal relations; word processing and spreadsheet software; Windows operating system; electronic communications; filing;
practicing trust-building behaviors. **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, equipment, and computers; communicate effectively both orally and in writing; quickly and accurately perform work; consistently complete tasks in a timely and efficient manner. **At higher levels:** **Knowledge of:** budgetary and accounting processes of assigned work unit. **Skill in:** organizing and coordinating work projects; basic graphics software; using overall operations, methods, and procedures of assigned department. **Ability to:** work with only general supervision and make sound decisions on daily issues; write standard office correspondence; type accurately and take meeting minutes (if required); difficult public relation situations; organize work methods; work with little or no supervision and make sound decisions in difficult situations; take and transcribe notes (if required); give staff presentations as needed; develop and recommend new office procedures; organize comprehensive or multiple projects; accurately write, format, and edit high-profile documents; effectively supervise other employees (if required); interpret and properly carry out very general instructions.

**TOOLS AND EQUIPMENT USED:** Computer, copier, telephone, radio, FAX machine, and other office equipment as necessary.

**PHYSICAL DEMANDS:** Requires standing at a counter or sitting at a desk or computer for long time periods. Some positions require shift work, extensive walking, driving, or light lifting (10-30 lbs.).

**ENVIRONMENTAL FACTORS:** Work 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**

**Mayors/Chief Administrative Officer**

**NOTE:** The above statements 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. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.