

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Office Specialist II	Job Code: 1003
Date: July 1, 1996	EEOC Code: OC

DEFINITION: This is skilled clerical support work requiring application of general office skills with some specialized knowledge of the operations of the department or division and higher level positions served.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a designated supervisor and perform assigned tasks under general supervision. The work of this class is distinguished from that of the Office Specialist I level by its higher level clerical support duties, responsibility, and specialized knowledge. It is distinguished from that of the Office Specialist III by its lower level, more routine duties 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:

Receives and routes office phone calls; takes messages and relays information; greets the public; answers routine questions and explains routine procedures; gives information from readily available sources; refers callers to proper sources for in-depth information; handles confidential information.

Types and inputs various reports, data, forms, and miscellaneous correspondence; edits correspondence for final review; designs work-unit forms for review; maintains files and records; compiles information; transcribes reports and other paperwork from dictaphone.

Makes copies; operates and may maintain various office machines; maintains appointment schedules; schedules department facilities; makes necessary arrangements for meetings.

Performs routine mathematical calculations; compiles figures for special reports; may provide work unit bookkeeping, may receive and receipt money; handles billings, inventories, requisitions, purchase orders, etc. for a work unit.

May be required to take shorthand notes at meetings or from oral dictation and transcribe those notes; may supervise and train others; and may operate radio transmitters.

Performs the work of lower level employees as required. May supervise subordinate workers.

Assists other staff members as needed, and performs other related duties as required.

Mail Clerk

Receives, picks up, sorts, and delivers incoming City mail; meters and mails outgoing mail; maintains and services inter-departmental office supply inventory; assists in preparation of purchasing division sealed bids; handles highly confidential, specialized investigations, requiring complete confidentiality.

MINIMUM REQUIREMENTS: High school diploma or G.E.D. and either one (1) year of experience as an Office Specialist I or one and one-half (1.5) years of comparable experience; **or** an equivalent combination of job-related education and experience substituting each one year of education/training for six months of experience. [Specific experience in the use of computer terminals, software packages, or 10-key adding machines may be required.] **NOTE: Applicants appointed directly to a career series position at higher than the entry level must satisfactorily complete the associated advancement criteria during the probationary period.**

License(s)

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

SELECTION FACTORS:

Knowledge of:

- basic English composition, spelling, and grammar.
- the basic operations, methods, and procedures of the department.
- the budgetary and accounting processes of the work unit.

Skill in:

- interpersonal relations.
- organizing and coordinating work projects.
- filing.
- word processing software.
- spreadsheet software.
- Windows operating system.
- electronic communications.

Ability to:

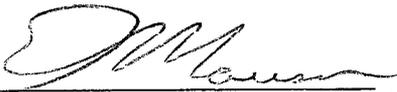
- work with only general supervision and make sound decisions on day-to-day issues.
- write standard office correspondence.
- type accurately and take meeting minutes (if needed by position).
- work with speed and accuracy.
- deal with the public in a pleasant, courteous, and calm manner in all circumstances.
- interpret and properly carry out general instructions.
- communicate effectively both orally and in writing.

TOOLS AND EQUIPMENT USED: Computer terminal, typewriter, ten-key adding machine, telephone, radio, fax machine, copy machine, dictaphone, microfiche, postal machine, telephone, 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. Some positions require shift work, extensive walking and driving, or medium lifting.

ENVIRONMENTAL FACTORS: Work location is normally inside with little or no occupational hazards present. Some positions may require brief exposure to adverse weather conditions or the hazards of a store room. 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.