

OFFICE SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult general office clerical work involving use of alphanumeric keyboard equipment to produce printed copy requiring a general understanding of specific law office rules, procedures and policies. It calls for the greater exercise of independent judgment than an Office Specialist I. Work is performed, for the most part, under general supervision only. Detailed instructions would be required only on specialized or unique projects. Supervision may be exercised over the work of one or more office staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Operates a personal computer, computer terminal, typewriter, or similar equipment in processing data to complete various records or documents;
 In addition to receiving and organizing documents and work to be typed, may develop and compose routine correspondence on matters where policies and procedures are well defined;
 Updates and stores department documents on personal computer;
 Maintains and may oversee a variety of filing systems based on alphabetic, numeric and/or chronological methods in traditional paper-based or electronic filing systems;
 Installs, updates and maintains basic office software packages that do not require specialized training;
 Performs routine minor operator preventative maintenance on equipment as specified by manufacturer to insure efficient and effective operation;
 Analyzes equipment problems and takes appropriate action either by repairing or contacting appropriate technicians;
 Reviews accounts, records, reports, and other documents for completeness, accuracy and conformity with established procedure;
 Assigns work, reviews and records work done, and instructs new employees in specialized clerical and typing work;
 May prepare and maintain personnel records and payroll data;
 Answers telephone and provides detailed information as it relates to a specific department;
 May train new employees on established systems and procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of the use and operation of personal computers and related peripheral equipment; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed (35 words per minute); ability to determine and set up appropriate document format, charts and tabular listings; ability to understand and carry out oral and written directions; ability to get along well with others; ability to plan and schedule activities; clerical aptitude; accuracy; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND one (1) year of full-time paid clerical experience, or its part-time equivalent.

NOTE: Completion of one year of college with study in secretarial science, office technologies, business administration or related field may be substituted for the required experience as noted above with 30 credit hours being equivalent to one year of experience.

REVISED: JANUARY 7, 2002, 10/14/14, 9/12/18

CLASSIFICATION: COMPETITIVE