

PUBLIC WORKS OFFICE SPECIALIST II

Definition

Under general supervision, performs a variety of complex and technical office support duties to the public works department and the public, including word processing, filing and report preparation; and performs related work as required; act as a backup paratransit van driver to respond to calls for transportation services; maintains the vehicle in a clean and orderly condition; inspects the vehicle and reports the need for service or repair.

Class Characteristics

The Public Works Office Specialist class has dual responsibilities: providing responsible office support to the Public Works department and backup driving a paratransit van in response to customer calls for service. Responsibilities include word processing, typing, entering information into various computer systems, filing, report preparation and providing other general office support services to the public works staff. This class is distinguished from other City office support classes in that the work is due to the performance of general office work and work due to the backup transit operation and licensing requirements.

Examples of Duties (Illustrative Only)

When performing the office support assignment:

- Provides initial contact with the public for callers over the telephone and occasionally at a public counter; determines the nature of the contact; provides factual information regarding services, policies and procedures, takes messages, or directs the caller to the proper individual or agency.
- Processes department's payroll records, verifying regular, overtime and leave figures; forwards data to the Finance/Administrative Services Director for payroll preparation after approval by Public Works Director.
- Maintains time and leave records for public works employees.
- Prepares, duplicated and distributes a variety of logs and records related to public works and utility maintenance, repair and operations.
- Prepares correspondence, forms, purchase orders, labels and specialized documents from drafts, notes, previous documents or brief instructions, using a word processor, spreadsheets or typewriter.
- Proofreads and checks materials for accuracy, completeness, compliance with departmental and City policies and correct English usage, including grammar, spelling and punctuation.
- Establishes and maintains office files; researches and compiles information from such files and purges or transfers files as required.
- Opens, sorts, date stamps and distributes incoming mail; processes outgoing mail.
- Provides a variety of standard office support on an assigned or relief basis to City Hall staff.
- Orders and maintains an inventory of office and cleaning supplies for the public works office.
- Operates a variety of standard office equipment, including a computer, copier, facsimile equipment, a centralized telephone system and a two-way radio.

When performing the backup transit assignment:

- Answer the telephone, schedules paratransit trips and operates a radio to dispatch calls as required.
- Plans an efficient route to answer all calls during a specified time period.
- Inspects the van on a daily basis; performs minor servicing, including adding fuel, oil, brake, transmission and steering fluids.
- Maintains the van in a clean and orderly condition.
- Drives the van throughout the City to pick up and deliver passengers; assists handicapped, senior or other passengers that need such assistance.
- Maintains a log of trips, customer destinations, revenue received, fuel used and other relevant information; compiles periodic and special report regarding transit activities as required.

Qualifications

Knowledge of:

- Standard office practices and procedures, including the operation of standard office equipment.
- Ensure that water and wastewater monitoring meets all federal, state and local requirements and regulations; provide the preparation of mandated reports regarding such requirements.
- Knowledge of all monthly, quarterly and annual reports pertaining to water distribution and wastewater due to the State and County.
- Business arithmetic
- Business letter writing and the standard format for correspondence and reports.
- Correct English usage, including spelling, grammar and punctuations.
- Computer applications related to the work.
- Filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques and safe driving procedures related to the operations of a paratransit van.
- Techniques for basic vehicle operation and maintenance.

Skill in:

- Organizing own work, setting priorities and meeting critical deadlines.
- Performing technical, detailed and responsible office support work.
- Applying and explaining policies, procedures and regulations.
- Making accurate arithmetic calculations.
- Have knowledge of the city budget, working with Public Works Director to update budget annually and mid year adjustments.
- Assisting Public Works Director Coding warrants from budget for payment.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files in water distribution, wastewater, vehicles and transportation.
 - Monthly – Water (Wells & Distribution), Pesticide, Coliform & Daily Chlorination Records
 - Quarterly – Water and Sewer
 - Annual – Sewer , Urban Water, State Water, Vehicle Fleet Smog Report, LTF/STA Application & CHP Taxi Inspection
- Understanding and following oral and written directions.

- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 30 net words per minute.
- Driving a paratransit van skillfully and safely.
- Inspecting the van, maintaining it in a clean and orderly condition and reporting the need for service or repair.
- Planning efficient transit routes, depending upon calls received.

Education and Experience:

Equivalent to graduation from high school and two years of experience in either performing general office support or secretarial experience; or driving a van, bus or other vehicle to transport passengers. Experience in dealing with the public is highly desirable.

License:

Must possess or be able to obtain within 45 days of employment a valid California class B driver's license with passenger endorsement and a GPPV (General Passenger Paratransit Vehicle) Certificate issued by the California Highway Patrol.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone and a two-way radio; must possess mobility and stamina to drive a paratransit van for extended periods of time, to assist customers on and off the van and vision to drive a motor vehicle