

OFFICE SPECIALIST II**Definition**

Under general supervision, provides a variety of complex and technical office administrative support work to the City Clerk, Finance Department and various City offices. Prepares, processes and distributes a variety of reports, records and other documents; and performs related work as required.

Class Characteristics

This is the specialist level in office support with responsibility including the performance of complex or difficult office support work requiring the use of independent or the application of technical knowledge and/or related skills. Lead direction of others is not a regular part of the job although project or relief leadership may be required.

Examples of Duties (Illustrative Only)

- Provides information and assistance to callers at a public counter or over the telephone; resolves issues and problems; takes messages, or directs the caller to the proper individual agency
- Perform general support services to all departments
- Coordinates the preparation and distribution of agenda packages
- Prepares and publishes legal notices of all public meetings and hearings
- Prepares and maintains files of all City Council minutes, resolutions and ordinances; maintains files of all agreements, deeds and other required documents
- Updates the municipal code and government codes on a periodic basis
- Collects and receipts payments for utility billings, building, encroachment, and other permits, business licenses and other revenues due to the City, balances receipts and money received
- Process accounts payable for the City, process purchase orders, enter and verify invoices for payment, and prepare warrant report
- Assist with utility and business license billing and warrant and payroll processing
- Orders and maintains necessary forms and supplies for the department.
- Receives and distributes mail and processes outgoing mail on a daily basis.
- Maintains accurate records and files
- Operates a variety of standard office equipment, including a computer, copier, 10 key, facsimile equipment and a centralized telephone system
- May perform special assignments as requested
- Perform related duties as assigned

Qualifications**Knowledge of:**

- Office administrative practices and procedures, including records management and inter-departmental work coordination.
- Applicable regulations, policies and statutes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work, including word processing and spreadsheet applications.

- Standard office practices and procedures, including records management and the operation of standard office equipment.
- 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.

Skill in:

- Performing technical, detailed and responsible office support work.
- Interpreting, applying and explaining policies, procedures and regulations.
- Analyzing and resolving various office administrative problems.
- Organizing own work, setting priorities and meeting critical deadlines.
- Making sound, independent decisions within established procedural guidelines.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 40 net words per minute.
- Proficient in 10 key calculator

Education and Experience:

Equivalent to graduation from high school and three years of general office administrative or secretarial experience. College level course work or technical training in a related field and experience in dealing with the public are desirable.

Special Requirements:

California driver's license required by date of employment. Must be able to attend meetings other than normal work hours as required.