

## **CITY OF IRWINDALE**

### **OFFICE SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **SUMMARY DESCRIPTION**

Under general supervision performs a wide variety of general or specialized office support, clerical, and routine administrative and programmatic work in support of assigned department, division, or function; receives and directs telephone calls and visitors; relieves assigned staff of clearly defined and delegated administrative or technical detail; sorts, logs, and maintains a variety of files and records; and assists citizens and the general public and provides information related to specific area of assignment.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides front counter assistance; screens office visitors and provides information within area of assignment; distributes appropriate forms and manuals; accepts, processes, verifies, and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; collects fees and issue receipts; issues permits.
2. Answers the telephone and routes calls to appropriate personnel; assists the general public and outside groups and agencies by providing information related to specific areas of assignment; directs customers to appropriate City divisions/departments as appropriate and necessary; coordinates with other departments on interrelated issues and projects.
3. Types, proofreads, and word processes a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminates information as appropriate.
4. Maintains accurate and up-to-date files and records for assigned areas; monitors various logs, accounts, and files for current and accurate information; organizes and maintains filing systems.
5. Assists with compiling and assembling data and background materials for a variety of reports; researches records for various information.
6. Performs a variety of routine clerical accounting and bookkeeping duties involved in financial record keeping and reporting for assigned area.
7. Collects, receipts, and processes monies received including petty cash, cash and check payments; total cash receipts and balance to amounts entered on computer.
8. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
9. Maintains and orders supplies and materials for assigned office and programs; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
10. Provides back-up support for other administrative and clerical positions as necessary.
11. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

Modern office procedures, methods and equipment including computers.  
Computer applications such as word processing, spreadsheet, and database applications.  
Methods and techniques of proper phone etiquette.  
Customer service techniques, practices, and principles.  
Mathematical principles.  
Basic business letter writing and the standard format for typed materials.  
Methods and techniques for basic report preparation and writing.  
Principles and procedures of record keeping and filing.  
English usage, spelling, grammar and punctuation.

### **Ability to:**

Perform varied office and clerical support duties and tasks.  
Type and enter data at a speed necessary for successful job performance.  
Learn the operations, services, and activities of specific program area.  
Learn, interpret, and apply administrative and departmental policies and procedures.  
Work cooperatively with other departments, City officials, and outside agencies.  
Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.  
Deal successfully with the public, in person and over the telephone.  
Courteously respond to community issues, concerns, and needs.  
Compile data and participate in the preparation of clear and concise reports.  
Set up and maintain a variety of files and records.  
Operate office equipment including computers and supporting word processing and spreadsheet applications.  
Plan and organize work to meet changing priorities and deadlines.  
Understand and carry out oral and written instructions.  
Work independently in the absence of supervision.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

Equivalent to the completion of the twelfth grade.

### **Experience:**

Two years of responsible clerical experience involving a high level of public contact. Prior experience in a City or municipal government is highly desirable.

### **License or Certificate:**

Possession of an appropriate, valid driver's license.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Standard office setting.

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**Office Specialist (*Continued*)**

**Physical:** Primary functions may require maintaining physical condition necessary for sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; push, pull, lift, and/or carry light to moderate weights; operate office equipment including use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

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*Ralph Andersen & Associates*