



Senior Office Specialist

Department:	Administrative Services	Pay Grade:	NE-06
Bargaining Unit:	AFSCME Council 2	FLSA Status:	Non Exempt
Revised Date:	May 18, 2021	Reports To:	Deputy Director Administrative Services

POSITION PURPOSE: Under general supervision, performs a variety of specialized clerical and technical duties in an assigned area of office; provides information and assistance to others as required. Provides reception services for City Hall, operates elevator, and serves as telephone operator for all city departments.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs a variety of technical and clerical duties such as: processing accounts payable, posting records, making mathematical computations and compiling and recording information from clearly indicated sources.
- Develops, prepares and maintains computerized records, inventories, maintenance management systems, lists, logs and files related to office activities, customer service and other data specific to the assignment; proofreads various written materials such as: reports, letters and other materials and assure accuracy.
- Performs various clerical duties including: answering telephones and greeting visitors; provides information in person or on the telephone or refers to appropriate personnel.
- Processes and routes all incoming and outgoing city mail and packages.
- Composes, prepares and types a variety of correspondence, memos, reports and other materials and proofreads materials to assure accuracy and completeness.
- Receives, processes and monitors purchase orders, fees, applications, invoices, parking permits, refunds and other materials according to established procedures; communicates with accounting personnel as needed; prepares receipts and deposits as appropriate.
- Types correspondence, memoranda, reports, requisitions, forms and other documents; operates a computer to enter data and generate letters, records and reports.
- Provides information and services to other City departments and personnel, various outside agencies and organizations and the general public.
- Schedules appointments and meetings and notifies appropriate individuals of meeting times and locations; arranges for meeting facilities as needed; prepares calendars as required.
- Prepares and coordinates purchase of office supplies, equipment and other expenditures; maintains inventories and assures proper stock level; prepares and processes requisitions.
- Assists Administrative Assistant with business license payment data and input based on license batch report, sending supplemental questionnaires, and making status corrections in accounting database to reflect the appropriate business license.

JOB DESCRIPTION

Senior Office Specialist

- Coordinates with police/animal control on the issuance of dangerous dog licenses.
- Assists supervisor, department personnel and other clerical staff as required; participates in assignments specific to the position. Serves as backup to Administrative Assistant as needed.

Required Knowledge of:

- Operates office machines including: computers, copiers, calculators and other equipment as assigned.
- U.S. Postal Service processes and procedures, including operation of postage machine and types of postage.
- Account payable practices and procedures.
- Administrative functions and operations of a City government.
- Policies and objectives of assigned program and activities.
- Accurate, lawful and efficient record-keeping techniques.
- Interpersonal skills using tact, patience and courtesy.
- Principles of customer service and public relations.
- Proper telephone etiquette.
- Effective oral and written communication principles and practices.
- Modern office procedures, methods, and equipment including computers and computer applications sufficient to perform assigned work.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.

Required Skill in:

- Performing basic accounts payable duties for assigned areas. Adding, subtracting, multiplying and dividing quickly and accurately.
- Monitoring funds in the postage machine and requesting same when needed.
- Planning and performing technical administrative office coordination duties.
- Maintaining records, files, and information in compliance with laws, policies, and procedures.
- Answering telephones and greeting the public courteously.
- Preparing a variety of reports, logs, records and files related to assigned activities.
- Determining appropriate action within clearly defined guidelines.
- Being flexible and able to work with diverse personalities.
- Researching a variety of subjects and presenting information in an efficient, accurate manner.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Meeting schedules and time lines and ability to work independently.
- Communicating effectively verbally and in writing, including public relations and customer service.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certificate supplemented by college level course work in office administration or related field and two years of office clerical experience including extensive public contact.

Required Licenses or Certifications:

Driver's License required if driving City owned vehicles.

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Senior Office Specialist

Must be able to successfully complete and pass a background check.
Notary license preferred.

WORKING CONDITIONS:

Environment:

- Office environment
- Constant interruptions

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials
- Operating a computer keyboard or other office equipment.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling, crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 40 lbs.

Hazards:

- Contact with angry or dissatisfied customers.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____