

Office Support Specialist

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class perform a wide range of administrative support functions such as customer service, billing and timekeeping, record-keeping, file maintenance, scheduling, and computer applications, which may include word processing, data entry, spreadsheets and/or databases.

Office Support Specialist I - 30000011

Distinguishing Characteristics

The first level of this class typically performs a wide range of tasks in the fields of telephone and onsite reception, filing, general distribution of materials, meeting/conference room scheduling, data entry and word processing, all of which require multi-tasking, adhering to deadlines and the application of discernment and judgment. This class differs from Customer Account Specialist I by the diversity of duties performed; Customer Account Specialist I focuses on customer accounts and complaint resolution regarding potentially sensitive actions such as service termination, liens, filing assessments, payments and account adjustments. This class differs from the Accounting class, which focuses on processing, and analyzing accounting transactions.

Typical Duties/Examples of Work

1. Keyboards a variety of documents, including correspondence and forms; performs data entry, including payroll, which requires accuracy, discernment and attention to detail.
2. Answers incoming calls on multi-line telephone and/or switchboard, directs callers as appropriate, and takes and refers messages; greets visitors and customers, and refers or directs as appropriate; provides customer service, explains documents and requirements, and answers procedural inquiries; may take and receipt monies.
3. Establishes, maintains and retrieves a variety of computerized and manual files, logs, and other records and documents.
4. Compiles, organizes, tallies, records and distributes a variety of materials and/or data.

5. Schedules meetings and conference rooms; assists with meeting arrangements.
6. Opens, processes and distributes mail.
7. Maintains office supply levels and advises appropriate party of necessary purchases.
8. Operates a variety of office equipment; provides back up and peak-load coverage for others; may provide orientation for new and temporary staff.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: proper English grammar, spelling and usage; business math; effective office operations and procedures; operation of a variety of office equipment and machines; alphanumeric filing systems

Ability to: establish and maintain effective interpersonal relationships with a diversity of others; communicate effectively, orally and in writing; work effectively in a multi-task and deadline driven environment; maintain confidentiality as appropriate; provide effective customer service; discern appropriate responses and alternatives, and apply judgment within established parameters

Skill in: keyboarding, data entry and word processing software

Special Requirements

Some positions may require valid state driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0220 Secretarial Clerk I

Revised 05-21-85

02-26-09 Updated title of comparison classification under Distinguishing Characteristics

June 2009 - Change Job Class number from 0100 to 30000011, due to system change.

Office Support Specialist II - 30000012

Distinguishing Characteristics

The second, journey level of this class typically processes a wide variety of materials, information and transactions, requiring substantial multi-tasking and problem-solving judgment, for duties such as: compiling data, billing customers, accounting for cash, taking and transcribing meeting minutes, placing supply orders, developing personal databases or spreadsheets for tracking and maintaining records, and composing and proof-reading materials. The Office Support Specialist II level is distinguished from the I level by the full range of assignments performed independently within established parameters, requiring application of established rules and regulations.

Typical Duties/Examples of Work

1. Processes a wide variety of materials, information and transactions.
2. Composes, formats, proofreads and produces quality word-processed documents, which require specific program knowledge, including newsletters and brochures using desktop publishing software.
3. Establishes, compiles, maintains and retrieves specialty computer and/or hard copy files; produces reports from computerized databases and spreadsheets.
4. Answers a variety of inquiries by telephone or in person, and provides information on City, Bureau and specific program policies and procedures; takes service requests and routes to appropriate parties for response.
5. Coordinates arrangements for and schedules meetings, conferences and other events.
6. Takes and transcribes minutes of meetings.
7. Performs calculations; processes payroll or billings; serves as timekeeper; orders office supplies.
8. Researches files and materials and prepares informational reports as required; may provide temporary oversight to others for special projects or assignments.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: reading and explaining rules, regulations, procedures, codes, ordinances and contracts

Ability to: compose and format correspondence and reports; take and transcribe minutes; perform accurate arithmetic calculations; diffuse difficult situations; work independently; 10-key operation if required by position

Skill in: spreadsheet packages and database tracking tools; oral, written and graphic communication; effective problem-solving judgment; accurate record keeping

Special Requirements

Some positions may require valid state driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

- 0114 Clerical Specialist Revised 05-21-90
Revised 08-31-94 (revised examples of work and KSA's)
- 0118 Customer SVCS Rep. Adopted: 11-01-90 (Classification established 04-17-84, abolished 12-06-89, reestablished 11-01-90)
Revised: 05-25-94 (Revised Summary, Examples of Work and KSA statements)

- 0221 Secretarial Clerk II Revised 05-21-85

June 2009 - Change Job Class number from 0102 to 30000012, due to system change.

Office Support Specialist III - 30000013

Distinguishing Characteristics

The third level of this class is highly specialized and mandates program-specific knowledge that may not be readily transferable from program to program. There are two tracks or specializations of positions at Level III: program specialization, and technology specialization. A position may be assigned to Level III based on one or both of these tracks or specializations. This level is distinguished from Office Support Specialist II by the degree of responsibility for either program-specific expertise and/or technology expertise required at job entry due to the risk and visibility of assigned functions. This class may provide lead direction and training to office support staff.

Typical Duties/Examples of Work

When assigned to program expertise track:

1. Develops and implements special administrative support projects, including designing work approaches and appropriate procedures as directed; performs project and timeline tracking.

2. Researches, interprets, prepares and maintains a variety of information and documents requiring knowledge of specific program requirements and terminology.
3. Produces highly visible and confidential correspondence and reports.
4. Develops and designs unit administrative policies and procedures; assists or instructs customers and staff in complying with specific program policies and procedures.
5. Monitors, tracks and verifies data, including contracts and payroll.

When assigned to technology expertise track:

6. Designs and maintains record management and database systems.
7. Performs process improvements on the existing database systems.
8. Explains and interprets program-specific codes, ordinances, statutes, regulations and related processes to the public and other agencies.
9. Tracks financial or program data; conducts basic program research, compiles information, applies relevant techniques and prepares reports to assist in program administration; may perform calculations, such as balancing financial reports.
10. Responds to citizen and governmental requests for information, inquiries or complaints regarding assigned programs.
11. Tests new technology and makes recommendations for its application.
12. Trains internal technology users and provides technical assistance.

Both tracks:

13. Provides lead direction to office support staff as formally assigned, including scheduling, coordinating, assigning, reviewing, and overseeing the completion of a variety of work; trains other employees; may provide input to performance evaluation.
14. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: specific program requirements and terminology; database manipulation and program-specific software packages

Skill in: working with staff and the public to resolve disputes of issues and/or problems; working independently, including prioritizing work assignments for self; researching and writing policies and procedures

Special Requirements

Some positions may require valid state driver’s license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0116 Office Manager Revised 05-21-85

2220 Asst. Reg. Spec Adopted: 11-12-92

June 2009 - Change Job Class number from 0104 to 30000013, due to system change.

Office Support Specialist, Lead - 30000014

Distinguishing Characteristics

The Lead level of this class serves as lead worker over other administrative support personnel.

Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

Typical Duties/Examples of Work

1. Provides lead direction to support staff as formally assigned, including scheduling, coordinating, assigning, reviewing and overseeing the completion of a variety of work; trains other employees; may provide input to performance evaluation.
2. Serves as liaison with staff, customers and the public to resolve or coordinate resolution of administrative issues and problems; oversees quality control of work unit documents.
3. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: effective principles and practices of leadership

Ability to: schedule and assign the work of others

Skill in: demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

Special Requirements

Some positions may require valid state driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study
1998-99. This class is composed of the following classes:

0115 Supervising Clerk (No Class Spec Available)

Revised: 02-26-09 Updated title of comparison class under Distinguishing
Characteristics.

June 2009 - Change Job Class number from 0106 to 30000014, due to system
change.