

CITY OF MILPITAS

Revised 9/8/91 Established 5/91

EEOC Office and Clerical

Unit Pro Tech

FLSA Non-exempt Physical 1

## OFFICE SPECIALIST

### DEFINITION

Under general supervision, provides technical, complex and specialized office support to various City departments.

### DISTINGUISHING CHARACTERISTICS

This is the technical specialist level in the Office Assistant series. Supervision is usually received from administrative or professional staff. Incumbents perform complex, technical and specialized office support duties that require the use of judgment and initiative and ability to act independently. Positions require specialized knowledge and skills that are not learned in a short period of time and are at a higher level than those required of journey level office support workers. Lead direction of others may be required as a regular part of the job.

### EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform specialized technical office support work which requires knowledge of detailed activities related to the department to which assigned.

Provide information to the public and City staff in technical areas that require interpretation of policies and procedures and the use of judgment.

Research and compile information from a variety of sources to complete reports and forms; make statistical and arithmetic calculations as needed.

Organize, monitor and maintain complex filing systems.

Enter and retrieve data and prepare reports using on-line or personal computer system; review reports and make corrections as necessary.

Operate a word processor, computer terminal or typewriter to generate correspondence, forms, reports and other documents related to the specialized departmental function.

Oversee and perform a variety of office administrative details such as arranging meetings, taking minutes, processing purchase requisitions, making travel arrangements, ordering supplies and processing service requests.

CITY OF MILPITAS  
Office Specialist (Continued)

EXAMPLES OF DUTIES

Receive, screen, process and distribute mail; respond to applications and requests for information; may compute, receive and write receipts for fees.

Act as receptionist; receive and screen calls and visitors and provide information or direct callers to the appropriate person.

Attend meetings related to the area of assignment.

May direct the work of others.

QUALIFICATIONS

Knowledge of:

Modern office methods, procedures and equipment.

Filing and record keeping principles and procedures.

Policies and procedures related to the department to which assigned.

Correct English usage, including grammar, punctuation and spelling.

Word processing and/or computer data entry systems.

Basic business mathematics.

Skill/Ability to:

Perform specialized technical, complex office support work.

Organize and coordinate work activities and set priorities.

Read, interpret and apply policies, rules and procedures related to the assigned area.

Organize, compile and maintain a variety of records, files and reports.

Work independently under general guidelines, take initiative and make decisions as required.

CITY OF MILPITAS  
Office Specialist (Continued)

Skill/Ability to:

Establish and maintain effective working relationships with the public, City staff and others contacted in the course of the work.

Communicate effectively, orally and in writing.

Compose correspondence independently.

Operate word processing, computer and other office equipment.

Make arithmetic calculations quickly and accurately using a calculator including calculation of fees due.

Handle cash and checks accurately.

Type at a speed of 40 words per minute depending on assignment.

Other Requirements:

Specified positions may require possession of a valid California driver license.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills is:

Equivalent to one year of experience at a level equivalent to the City of Milpitas' class of Office Assistant II OR two years of general clerical experience involving record keeping and public contact.

Approved by:

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City Manager

AS27/Y