

OFFICE SPECIALIST I/II

A. CLASS DEFINITION

Under varying degrees of supervision, performs a variety of general clerical duties and operational support to the staff of various Port offices, which may include word processing, receptionist duties, customer service, records keeping and filing and other various office support functions. Incumbents may be assigned to general office work or to support the Port's financial and accounting systems. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Office Specialist I: This is the entry-level class within the Office Specialist series. Under close supervision initially, incumbents perform a variety of routine and repetitive duties according to established procedures. This class is distinguished from the Office Specialist II level in that incumbents work under close supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned. Incumbents perform the more routine office support activities. Changes in procedures or exceptions to rules are explained in detail as they arise.

Office Specialist II: This is the journey-level class within the Office Specialist series. Under general supervision, incumbents provide a variety of routine to difficult clerical and operational support. Incumbents are expected to perform the full range of duties with only occasional instruction or assistance. Positions at this level may work outside the immediate proximity of a supervisor. Specific duties, including the amount of keyboarding, data entry, review and reconciling of data, review and correction of documents vary with organizational unit assignment. Work is normally reviewed only on completion and for overall results.

B. TYPICAL TASKS/DUTIES (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed. Incumbent may perform other related duties at the equivalent level.)

1. Types and formats letters, memos, newsletters, etc.; proofreads letters, memos, newsletters, etc. from drafts, notes or brief instructions; creates and maintains spreadsheets and database information; creates presentations; takes and types minutes for departmental meetings; creates tables with word processing and spreadsheet software; creates basic graphics for various types of documents/presentations; creates and maintains organizational charts.
2. Receives and routes customer inquiries to the appropriate destinations; interprets Port policies and procedures for internal and external customers; researches and assembles information from a variety of sources for the completion of forms, the preparation of reports or to provide the most accurate and timely responses as possible; responds to inquiries regarding specific departmental and Port projects; handles complaints from internal and external customers as effectively as possible.
3. Greets visitors and the public; answers and directs multiple phone lines; screens and routes calls into voice mail; receives and dispatches emergency calls; assists customers in filling out forms; receives, sorts and distributes incoming and outgoing mail; orders, maintains and distributes office supplies and equipment; schedules appointments; coordinates travel arrangements; schedules conference rooms, including the arrangement of meals; contacts building maintenance staff for appropriate work; maintains paper and electronic calendars.
4. Enters alpha/numeric data into databases; ensures proper documentation, coding and input of information; prints data, makes necessary copies, attaches materials and distributes as appropriate; prepares various forms, including expense reports, requests for checks, travel arrangement forms, etc.; posts financial transactions; accounts for budgets/funds; distributes paychecks; maintains list of contacts and employee information.
5. May serve as department payroll clerk and timekeeper; prepares batch materials of accounting or payroll-related systems by reviewing input for accuracy.

6. Creates, labels and maintains electronic and manual filing systems; purges or archives old files; copies, collates and distributes various invoices, letters, memos, checks and other forms/documents; scans documents into word processing software.
7. Researches blueprints, permit tracking systems and other assorted materials or databases to provide information to the public, consultants, other jurisdictions or private companies.
8. May maintain and monitor database of invoices and monies spent; processes invoices through Finance Department.
9. May assist in the preparation of contract documents; proofreads and tracks contract documents.
10. May serve as **Administrative Specialist** when necessary (Office Specialist II).
11. Performs related duties as assigned.

C. KNOWLEDGE, SKILLS AND ABILITIES

To perform the typical tasks and duties of the position successfully, the knowledge, skills and/or abilities listed below are required.

Office Specialist I

Knowledge of:

- Basic modern office practices, procedures and methods, including filing and the operation of standard office equipment.
- Basic record keeping, maintenance, retention and retrieval.
- Correct English grammar, spelling and punctuation.
- Standard PC software and hardware.
- Appropriate federal, state, and local government regulations and laws relating to the work performed.
- Port policies and procedures.
- Basic business mathematics.
- Proper customer service principles.
- Procedures to the department to which assigned.

Ability to:

- Understand and demonstrate proper customer service principles.
- Physical ability to lift and carry boxes and materials up to 25 pounds.
- Physical ability to type 35 words per minute.
- Communicate effectively both orally and in writing by using correct English grammar, spelling and punctuation.
- Use basic PC hardware and software.
- Proofread documents accurately.

- Use modern office equipment.
- Perform arithmetic calculations with speed and accuracy.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Work under pressure, completing work in an accurate manner while meeting conflicting deadlines and schedules that are often set by others.
- Exercise sound and effective judgment within established guidelines.
- Deal tactfully with customers and the public.
- Maintain confidentiality of information.

Office Specialist II

In addition to the Office Specialist I knowledge and abilities listed above:

Knowledge of:

- Business letter writing, standard format for typed materials, design of filing systems.
- Modern office practices, procedures and methods, including filing and the operation of standard office equipment.
- Physical ability to:
- Type 45 words per minute.

D. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform this job.

While performing the duties pertaining to this position, the incumbent is regularly required to make use of close vision to read reports, summaries, digests, and other documents. The incumbent must have eye, hand and foot coordination to operate a vehicle in conformance with Port policies and the State Vehicle Code. The employee must occasionally lift up to 25 pounds.

E. WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job.

The incumbent typically works in-doors in an air-conditioned office, with a mixture of natural, incandescent and fluorescent light. Typical noise levels are muted by acoustic ceilings, carpet and sound-deadening wall panels.

F. EDUCATION AND EXPERIENCE

Office Specialist I: This position requires a combination of education and experience reflecting possession of the required knowledge, skills, and abilities. A typical combination would include any combination equivalent to graduation from high school or equivalent and one year of general clerical experience.

Office Specialist II: This position requires a combination of education and experience reflecting possession of the required knowledge, skills, and abilities. A typical combination would include any combination equivalent to graduation from high school or equivalent and two years of general clerical experience.

G. OTHER CHARACTERISTICS

1. May be required to possess a valid California Class C driver license at the time and for the duration of appointment.

CLASS CODE:	Office Specialist I – 10632 Office Specialist II - 10633
STANDARD HOURS-DAY/WEEK:	7.5/day - 37.5/week
CS STATUS:	Civil Service
FLSA:	Non-Exempt
Classification Created: (Port Ordinance)	June 17, 2003 (3753)