

# OFFICE SPECIALIST



## **Description:**

Under general direction, performs administrative support work involving a variety of complex and/or specialized departmental programs and services, requiring advanced knowledge/skills of the subject matter and office support systems involved. Assignments will vary from unit to unit and will often require knowledge of specific departmental procedures and practices.

Office Specialists are assigned technical and analytical duties in support of administrative support processes. Positions in this class have considerable opportunity for exercising independent judgment in the interpretation of policies and guidelines that only approximately fit particular circumstances and to resolve non-standard situations in a manner consistent with such regulations. Work requires understanding and referencing a variety of documents and resources, understanding, interpreting and communicating information to others in order to complete a process, transaction and/or resolve a technical problem.

## **Distinguishing Characteristics:**

This class is characterized by responsibility for exercising independent judgment in interpreting, applying and explaining department policies and procedures that are not routine. An incumbent is required to discern and distinguish nuances from a great variety of sources. While essential functions may include processing assignments as identified in the Office Assistant series, an essential element of the Office Specialist position is research and problem solving. Work is performed under general direction. Office Specialists may also oversee/coordinate office support functions.

## **Duties may include, but are not limited to:**

1. Researches data, laws, regulations and policies, and explains and interprets same to the public, employees, supervisors and others.
2. Operates computer and applicable software and a variety of other office machines to enter and retrieve a variety of data and to produce and/or process a variety of materials.
3. Composes correspondence, and compiles information for reports, fiscal justifications, special projects and studies; prepares narrative, statistical, legal and other reports and forms.
4. Sets up and maintains indexing and filing systems, record keeping procedures and systems and office procedures; stores, retrieves and purges information in automated or manual filing systems.
5. Maintains, examines and reviews complex files, applications, registrations, medical charts or supporting documents for completeness and accuracy and compliance with a variety of rules, policies and regulations. Provides written and oral justification for action selected.

6. Interprets and applies technical and procedural information; compares, interprets and contrasts options; acts as advocate in resolving problems; ascertains the nature of the problem, and reviews the determination to ensure compliance with contracts or documents; explains outcome of the problem resolution process.
7. Performs mathematical calculations; computes statistics and receives and issues receipts for cash; prepares purchase orders and requisitions; checks and maintains appropriate records.
8. Performs a variety of audit and fiscal functions, such as collecting payments; posting transactions; and calculating and recommending claims for payment.
9. Prepares and processes a variety of complex documents, calendars, legal orders, forms, correspondence and other material; functions as a source of information on regulations, rules, department policy, and guidelines; updates knowledge through reading, training, meetings or briefings.
10. Reviews, audits and processes a variety of transactions in accordance with applicable rules and regulations. Corrects or requests re-submittal of transactions in accordance with Department policies.
11. Researches and responds to problems and complaints.
12. Monitors and ensures compliance with all applicable laws and regulations.
13. Contacts, collects and responds to outside sources to obtain and/or verify information which may influence action.
14. Prepares and maintains a wide variety of detailed documents, reports, case histories, financial, legal record.
15. May type minutes of meetings.
16. Orders supplies and tracks supplies and equipment.
17. Provides vacation or temporary relief as required.
18. Provides other duties as required.

**Typical Qualifications:**

Three (3) years full-time experience performing complex clerical tasks in an office environment. Experience must be comparable to duties performed by a clerical lead worker and/or supervisor, fiscal assistant, or other office work which is non-routine in nature and requires exercising independent decision making. Experience must be clearly described and must include performing a variety of clerical tasks including public contact and computer usage.

**Health and Physical Condition:**

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

**Conditions of Employment:**

Travel within and outside the County may be required. A valid California Driver's License and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

**The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.**

**Job Code:** 40627

**Salary Range:** N20

**Representation Unit:** Non-Represented

**Last Updated:** 5/20/10