

SENIOR OFFICE SERVICES SPECIALIST

Definition:

Under supervision, to perform specialized activities such as analyzing information and data; developing reports; and, scheduling and coordinating meetings, conferences, phone calls, etc. Incumbents may supervise employees in lower levels.

Distinguishing Characteristics

This is the fourth level of the office services series. The Senior Office Services Specialist is distinguished from the Office Services Specialist by its specialized support activities requiring in-depth knowledge and experience in the area of assignment. Incumbents usually perform work for a high level management employee; consequently the level of work performed is impacted by the management focus and related advanced nature of the assignments. The Senior Office Services Specialist is distinguished from the Office Services Coordinator, which has top level office support responsibilities.

Essential Functions:

- May supervise office support staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination and disciplinary recommendations.
- Responds to requests for information from the general public, other internal departments, other agencies and employees; investigates customer complaints and may take steps necessary to resolve them.
- Compiles and analyzes a variety of data and information and prepares related reports.
- Schedules and coordinates a variety of meetings, conferences, phone calls, and/or other related events.
- Prepares meeting agendas; assembles agenda packets; attends meetings and takes minutes; distributes meeting minutes to appropriate individuals.
- Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; making photocopies; typing; and, word processing.
- Prepares a variety of documents by typing, performing data entry or word processing.
- Processes a variety of forms and paperwork, using established procedures; receives monies from customers; prepares and disseminates receipts to appropriate individuals; prepares related bank deposits.
- Files documents alphabetically, numerically, or by other prescribed method; maintains departmental records; coordinates records retention activities for assigned department.
- Proofreads, edits, and updates a variety of documents.
- Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, G.E.D. or equivalent, AND four years of progressively responsible lead, clerical, general computer and office experience directly related to the area of assignment.

OR

An equivalent combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

Additional Requirements:

Some Positions May Require:

- ** Possession of a Valid California Driver's License
- ** Proficiency in the use of word processing software, such as Microsoft Word or Word Perfect.
- ** Proficiency in the use of spreadsheet software, such as Excel, Lotus123.

Knowledge of: event coordination and scheduling techniques; inventory maintenance principles; customer service principles; standard office procedures, methods, and equipment; transcription methods; basic filing and recordkeeping principles; basic mathematical concepts; English language, grammar, and punctuation.

Skill in: coordinating and scheduling events; conducting research; compiling and analyzing data; transcribing from tapes; preparing a variety of reports; prioritizing work; performing multiple tasks simultaneously; entering information into a database; maintaining various records and files; preparing meeting agendas and minutes; using computers and related software applications; performing mathematical calculations; processing forms using established guidelines; providing customer service; filing; using standard office equipment; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.