

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: OFFICE SPECIALIST I

FLSA Status: Nonexempt

GENERAL CLASS DESCRIPTION: Positions in this classification perform routine clerical duties for staff within an assigned department. Work involves repetitive and routine duties to include filing, typing, answering telephones, distributing mail and performing data entry. Positions in this class receive close supervision from a department supervisor or from a higher level clerical/administrative support position. The distinguishing feature between this class and the Office Specialist II class is the latter's responsibility for performing duties that are less repetitive and require greater decision making and initiative.

ESSENTIAL JOB FUNCTIONS:

The following duties are typical for this classification. They are not to be construed as exclusive or all-inclusive. Not all the listed duties may be required and other duties may be required or assigned depending upon the assigned department, unit or office.

- Answers telephones and provides general information regarding department's activities or program or refers caller to appropriate department personnel.
- Receives incoming clients, customers or citizens and directs them to appropriate department staff. Logs complaints
- Files documents, records, correspondence and other paperwork. Searches and retrieves files upon request. Prepares new files as needed.
- Types letters, correspondence, permits, records, and/or forms where format is pre-determined and information is provided in draft form and/or is readily available.
- Copies documents; receives, sorts, and distributes incoming mail.
- Enters routine data into automated information system. Retrieves data for routine information searches or standard reports.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.

Technical Knowledge:

- Some knowledge of office terminology, clerical procedures and practices, and of office equipment.
- Some knowledge of business arithmetic and English.

Physical Requirements:

- Ability to operate a variety of office equipment.

OFFICE SPECIALIST I

Language Ability & Interpersonal Communications:

- Ability provide courteous assistance and direction to callers and office visitors.
- Ability to prepare and maintain routine files, records and correspondence.
- Ability to read incoming mail in order to be able to determine to whom it should be referred.
- Ability to read and follow oral and written instructions.

Environmental Adaptability

- Work is preformed in an office environment.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from high school or equivalent with some experience performing routine clerical duties; or any equivalent combination of training and experience which provides the required knowledges, skills and abilities.

College Park is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.