

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: OFFICE SPECIALIST II

FLSA Status: Nonexempt

GENERAL CLASS DESCRIPTION: Positions in this classification perform moderately complex clerical duties for staff within an assigned department. Work involves a variety of duties requiring some independence, initiative and decision making. Positions follow well established policies and procedures but apply familiarity with department programs, records and files in the completion of work assignments. Duties include preparing correspondence, reports, and program documents; maintaining program data bases and records; answering phones; and distributing mail. Employees in this class perform duties which are less repetitive and require greater independence than the work of Office Specialist I positions. This class is distinguished from the Office Specialist III class by the latter's responsibility for more complex report and document preparation and/or database maintenance.

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.

- Prepare correspondence, memoranda, notices, reports, advertisements permits and other documents using prescribed formats, but which may involve some cross referencing and/or basic research to obtain information necessary to complete assignments. Preparation of material could be from transcription tapes or dictation.
- Posts transactions and enters programmatic information into assigned databases. Runs queries, print outs and maintains master files and/or lists.
- Answers telephones and provides 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. Receives, sorts, and distributes incoming mail.
- Schedules appointments, travel arrangements and meetings for department staff.
- Orders office supplies. Maintains information department on expenditures. Prepares records of monies received, vendor accounts, and other program accounts. May receive monthly rental payments.
- Files documents, records, correspondence and other paperwork. Searches and retrieves files upon request.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.

Technical Knowledge:

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

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- General knowledge of procedures for entering, retrieving and manipulating data in an automated information system.
- Some knowledge of department programs and activities for the purpose of responding to inquiries.

Physical Requirements:

- Ability to operate a variety of office equipment.

Language Ability & Interpersonal Communications:

- Ability to prepare correspondence, reports, records and other program documents.
- Ability provide courteous assistance and direction to callers and office visitors.
- Ability to manuals, correspondence, general files, policies and procedures for the purpose of providing clerical support to department staff.
- 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 1 - 2 years of 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.