

CITY OF LAKE ELSINORE

OFFICE SPECIALIST III

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications within the position.*

DEFINITION:

Under general supervision, provides a wide variety of routine and more complex office, clerical and administrative support tasks and duties for one or more department heads and or division managers; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures and work methods associated with assigned duties. Prepare a variety of formal reports. Perform other related duties as required.

DISTINGUISHING CHARACTERISTICS:

An **Office Specialist III** performs tasks with advanced technical skill and with considerable independent judgment, discretion, and personal initiative; the tasks include a broad range of complex clerical tasks including preparation of office documents; significant interpersonal contact; and use of computerized information systems.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Department Head or Division Manager. Incumbents do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office, clerical and administrative support tasks and duties for one or more department heads, division managers, or other staff.
- Demonstrates an understanding of applicable policies, procedures and work methods associated with assigned duties; responds to questions and concerns from general public; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses various programs to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents, including general correspondence, reports, memos, press releases, advertisements and fliers from rough drafts or verbal instructions; operates other automated office equipment; types drafts and a wide variety of finished documents.
- Depending on the area of assignment, keeps records of contracts, work orders, purchase orders and project statistics; accounts for, reconciles, and processes invoices.

- Schedules meetings and appointments; maintains a calendar of events for assigned department; arranges travel to meetings and conferences.
- Attends various commission and committee meetings as assigned; assists with the preparation of agendas, packets and minutes for various meetings.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an Office Specialist III. A typical way of obtaining the required qualifications is to possess the equivalent of a high school diploma or equivalent and three years of increasingly responsible experience equivalent to that of an Office Specialist II in the City of Lake Elsinore.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Standard office and administrative policies and procedures; City codes and ordinances; depending on assignment, knowledge of accounting, clerical, construction, legal and computer terminology may be required; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Provide general support to one or more department heads or managers; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; read, understand and explain plans, maps, aerial photos, drawings, reports, applications, construction documents and specifications; learn the policies, procedures and guidelines of the department to which assigned in a timely manner; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and a s part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing and software applications.