

CITY OF LOMA LINDA
ADMINISTRATIVE SPECIALIST II

DEFINITION

Under general supervision, performs a wide variety of difficult and specialized clerical duties requiring considerable knowledge of program operations; performs related duties as required.

CLASS CHARACTERISTICS

Positions allocated to the Office Specialist class are distinguished by the performance of duties involving the exercise of a greater degree of independent judgment, technical knowledge and initiative. Work is generally not routine or repetitive unless it involves processing similar materials combined with significant public contact. Incumbents are assigned primary responsibility for maintaining records, carrying out procedures, and effecting public contacts which require considerable knowledge of departmental procedures and office policies, referring only those matters which involve policy interpretation or decision, technical questions and unusual public relations problems. This class may be utilized in various City Departments.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Receives the public/work unit clients and/or answers calls; responds to inquiries, providing an explanation of procedures, processes, or departmental activities; distributes and explains forms, such as applications or permits; determines how incoming calls should be routed; directs people to appropriate offices; obtains factual information to create or update client/work unit files; distributes requested materials and provides assistance in the completion of forms. (a b c d e f h i l o p)
2. Prepares, validates, processes, and/or checks a variety of documents and records, such as time-sheets, permit applications, invoices, declarations, client or project records, requisitions and public notices for completeness, accuracy, and submission standards; compiles and records fiscal and statistical data according to established procedures. (a b c d f g h i j k l n o p)
3. Types a variety of documents in draft and final form, such as correspondence, standard forms, charts, and reports using standard electric typewriter or word processing equipment; types from written, recorded, or printed sources and/or oral instructions; proofreads materials for correct grammar, spelling, and punctuation. (a d f g h i k l m n)
4. Sorts and/or files materials such as correspondence, contract documents, and client information; maintains files; conducts systematic search for misplaced materials; maintains cross-reference files or indices; purges filing system. (a b c d f g h i k l o p)
5. Compiles reports and records by extracting and/or tabulating information from a variety of sources, such as files, correspondence, meeting notes, logs, previous reports, and/or oral instruction; transfers professional and technical instructions to project or client files; researches reference materials to respond to public inquiries. (a b c d f g h i j k l n o p)

ESSENTIAL FUNCTIONS (Continued)

6. Recommends and assists in implementing office programs and clerical systems, procedures, and policies. (a c d f i l)
7. Operates a variety of office equipment, such as typewriters, computers, photocopiers, calculators, microfilm and microfiche equipment, and field dispatch equipment; may perform equipment/system maintenance checks. (a d f g h i k l r)
8. Provides temporary and vacation relief in similar occupational fields as necessary. (All)

REQUISITE ABILITIES

- a. Communicate clearly and concisely, both orally and in writing.
- b. Prepare reports and keep accurate records.
- c. Choose among alternatives to resolve problems.
- d. Perform difficult clerical work.
- e. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- f. Explain and apply policies and procedures.
- g. Operate a variety of office equipment.
- h. Understand and follow verbal and written directions.
- i. Work independently.
- j. Perform mathematical computations including adding, subtracting, multiplying and dividing accurately.
- k. Operate a computer and use a variety of computer software.
- l. Apply a variety of office methods and procedures.
- m. Type and transcribe dictation.
- n. Use correct English grammar, punctuation and spelling.
- o. Alphabetize or numerically/ chronologically sort materials.
- p. Maintain records and perform specific program activities.
- q. Dispatch calls over a radio.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINESEducation and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent, and two years of experience in related clerical work, involving a variety of typing and/or office operation responsibilities; including or supplemented by training in the clerical occupational field.

Knowledge and Skills Levels

Considerable knowledge of related office methods and procedures; record maintenance systems; letter, document and report preparation; policies and procedures of assigned department; office equipment operation. Skill in the operation of a variety of office equipment, including typewriter operation at a rate of 60 net wpm; in transcribing dictation at an acceptable rate.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record, may be required for some assignments.

Incumbents must pass a medical examination at time of appointment.