

Code: 0010

Title: OFFICE SUPPORT LEVEL I

SUMMARY: Performs routine clerical support tasks according to detailed instructions. Assignments are checked for accuracy, adherence to instructions and rate of performance.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

May be assigned to one or more of the following task areas or may work as a generalist:

Interaction with the public:

Responds to public by answering routine questions pertaining to unit functions and procedures and refers other queries to the appropriate person, division, or department;
Answers single- or multi- line phones, routes calls and relays messages;
Schedules and confirms appointments by phone, mail or in person;

Keyboarding:

Types incidental correspondence, memoranda and other materials;
Enters data into computers, updates computer records, and proofreads printouts for obvious errors;
Compares entries against source documents and corrects errors;

Filing:

Indexes, classifies, codes and files various records, charts, reports and documents and performs routine file maintenance;
Locates and retrieves files or documents as required;
Checks for missing information and marks deficiencies on records;

Other clerical:

Copies, collates and distributes reports and documents to appropriate parties or files;
Stamps, sorts and distributes incoming mail and prepares materials for outgoing mail;
Performs courier duties;
Operates various office equipment such as typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators.

Specialized work assignments may include:

Typing documents such as reports, permits, applications, purchase orders, departmental forms, correspondence and memoranda;
Overseeing a unit's alpha or numeric filing system;
Receiving mailed and over-the-counter payments, issues receipts and verifies daily cash intake with receipts.

KNOWLEDGE & SKILLS:

Knowledge of:

- office practices and procedures;

- chronological, alphabetical and numerical filing procedures;
- data entry and verification procedures.

Skill in:

- operating a variety of office equipment, including typewriters, computer terminals, personal computers, facsimile machines, photocopiers and calculators;
- understanding and following instructions;
- answering telephones and taking accurate messages;
- filing documents and retrieving information;
- coding, classifying and recording information;
- proofreading computer printouts and other materials.

Some positions in this classification may also require:

Knowledge of:

- general formats for basic business correspondence;
- business English, punctuation, grammar and spelling.

Skill in:

- typing forms, reports, correspondence and memoranda;
- communicating effectively;
- performing mathematical calculations.

MINIMUM QUALIFICATIONS:

THIS IS A TESTED CLASSIFICATION. To be considered for this classification, all applicants must pass appropriate Pima County written/performance tests.

NOTE: Testing may be waived for special circumstances deemed appropriate by the Human Resources Department and approved by the County Administrator. Applicants will be evaluated on experience, education, and/or training. Typical training and experience would include at least one year of experience performing clerical or data entry activities or an equivalent combination of training and experience.

Special Notice Items: Some positions may require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to courts, law enforcement and corrections facilities, personnel and related documents, files, databases and sensitive/confidential materials.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.