

Code: 0020

Title: OFFICE SUPPORT LEVEL II

SUMMARY: Performs a variety of clerical support tasks with some instructions regarding details of the assignment.

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 and staff by providing general information pertaining to departmental or program activities;

Answers single- and multi-line telephones, routes calls and relays messages;

Resolves routine problems in person, by phone and through correspondence with complainant;

Requests specific information by telephone;

Checks documents for completeness and accuracy and issues licenses and permits;

Keyboarding:

Types and word processes a variety of documents such as correspondence, reports, forms, contracts, requisitions and claims;

Edits documents for grammar, punctuation, spelling and format;

Codes, confirms, enters, updates, and retrieves data using automated filing systems;

Verifies accuracy of data entered into the system and corrects information by making updates, additions or deletions as required, and prints reports;

Filing:

Establishes and maintains filing systems and retrieves documents from files as required;

Researches document files and automated records for specific information;

Other clerical:

Copies and distributes materials and acts as key operator for copy machine;

Reads, screens and directs mail and composes answers to routine correspondence;

Calculates fees, records payments and balances routine accounts;

Operates various office equipment such as typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators;

Specialized work assignments may include:

Performing moderately complex word processing activities such as preparation of charts, graphs and tables;

Transcribing a variety of correspondence, reports and documents from dictating equipment;

Scheduling and arranging meetings, conferences, interviews and other appointments;

Training other staff members in office procedures and clerical activities;

Assigning and reviewing the work of staff performing typing, filing and other routine clerical activities.

KNOWLEDGE & SKILLS:

Knowledge of:

- office practices and procedures;
- filing procedures and maintenance of files;
- data entry and review procedures;
- business English, punctuation, grammar and spelling;

- program procedures and services.

Skill in:

- operating a variety of office equipment, including typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators;
- communicating effectively;
- interacting with the public and providing customer service;
- filing documents and maintaining filing systems;
- coding, classifying and entering data into computers and verifying key entries;
- proofreading documents, computer printouts and other materials;
- preparing, typing and editing various documents;
- performing arithmetic calculations.

Some positions in this classification may also require:

Knowledge of:

- basic medical, legal or program related terminology and office procedures;
- formatting business correspondence.

Skill in:

- transcribing from dictating equipment;
- using a computer or word processor to format and edit documents;
- researching document files and automated records for specific information;
- training, assigning work to and reviewing the work of clerical support staff.

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 three years of experience performing clerical activities for an office or three years of experience in data entry 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.