

*Code: 0030*

*Title: OFFICE SUPPORT LEVEL III*

SUMMARY: Processes documents of a specialized nature with some instruction with respect to details of the assignment and performs other clerical support tasks as required.

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

Typical office support duties of all specializations may include:

Interaction with the public:

Answers general procedural questions from the public concerning specialized documents;  
Provides detailed information in response to queries concerning unit operations;

Keyboarding:

Compiles information and prepares and types a variety of documents such as correspondence, reports and specialized file data;  
Reviews and sorts documents, creates new records and inputs and retrieves information using automated systems;

Filing:

Prepares, and updates file folders, logs, status records, and other documentation to reflect the current status of a process and performs required purges;  
Researches manual and automated systems to gather or verify data needed for processing activities;

Other clerical:

Creates and maintains spreadsheets and databases using packaged software;  
Assigns and reviews the work of staff performing typing, filing and other routine clerical activities;  
Operates various office equipment such as typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators.

All positions specialize in one of the following areas:

Legal/Law Enforcement Processing:

Gathers information and prepares and processes routine legal documents such as opinions, complaints, warrants, depositions, and interviews;  
Receives and processes subpoenas by researching and gathering requested information;  
Reviews case files/reports to insure completeness of records and contacts appropriate parties to obtain missing documents;  
Performs redacting of specialized documents prior to their release;  
Assembles the daily court calendar, determines what trials or hearings take priority, and relays information to judges and other concerned parties.

Accounting Processing:

Processes claims, purchase orders and contracts for payment to vendors and contractors, and verifies accuracy of billing charges against ledgers, invoices and contracts;  
Establishes, posts, and maintains manual and automated bookkeeping systems;

Verifies fees for permits of services, receives payments, and issues receipts;

Establishes files for audit trail purposes, to include identifying, locating, and filing audit documentation.

Collections Processing:

Contacts debtors to collect accounts receivable and monitors payment arrangements.

Medical Processing:

Coordinating paperwork for the referral, admission, transfer or discharge of patients from a hospital unit or clinic.

Program Specific Processing:

Identifies actions required to provide services to individual clients, applicants, or the general public and assists people in completing the service process;

Coordinates and/or initiates processing action with other units, departments, or outside agencies as needed to provide services.

KNOWLEDGE & SKILLS:

Knowledge of:

- medical, legal, accounting, collections or program related terminology and office practices and procedures;
- specialized program procedures and services;
- business English, punctuation, grammar and spelling;
- manual and automated records management practices;
- office practices and procedures.

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;
- maintaining specialized files and other documentation in manual and automated systems;
- identifying and completing specific actions required to provide service.

Some positions in this classification may also require:

Knowledge of:

- computer software including spreadsheets, word processing programs, and data bases;
- bookkeeping principles and practices.

Skill in:

- posting and maintaining manual or automated ledgers;
- performing arithmetic calculations;
- coding, classifying and entering data into computers and verifying key entries;
- 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 four years of experience performing clerical activities for an office or an equivalent combination of training and experience.

OTHER REQUIREMENTS:

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.

Pima County

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