

Code: 0040

Title: OFFICE SUPPORT LEVEL IV

SUMMARY: Provides specialized clerical support to a division manager, department or program and receives limited instruction or direction with respect to 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.)

Typical office support duties of all specializations may include:

Interaction with the public/staff:

Provides detailed information in response to queries concerning unit or division operations, activities and procedures;

Resolves problems or responds to questions which require explanation of County, Departmental, or program rules, policies and procedures or refers questions to appropriate staff.

Keyboarding:

Transcribes dictation and keyboards highly specialized, technical or confidential reports such as legal reports, medical documents, case summaries, contracts, bid specifications and minutes of meetings;

Edits documents for appropriate technical terminology, grammar, punctuation and spelling;

Creates new manual and automated records and inputs and retrieves information using automated systems.

Filing:

Maintains logs of specialized transcription and/or confidential files;

Maintains manual and automated files.

Other clerical:

Gathers information, researches and prepares routine and specialized correspondence, reports and forms;

Determines appropriate distribution of specialized and confidential documents;

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

Specialized assignments may include: Legal, law enforcement/corrections, medical or specialized division-specific transcription and clerical support.

Specialized work assignments MAY include the following tasks:

Establishing and maintaining manual and automated filing systems within the division to include personal maintenance of confidential files;

Scheduling and arranging meetings, conferences, interviews and appointments for division staff;

Receiving visitors and telephone calls, determining nature of business, and referring caller to appropriate division, section or individual;

Training, assigning work to and reviewing the work of clerical support staff;

Assists or trains clients in preparation of employment-related documents, e.g., resumes, cover letters, work histories, etc.;

Assists and trains clients in use of office equipment provided for their use;

Coordinating and integrating clerical activity within and between departmental divisions and sections.

KNOWLEDGE & SKILLS:

Knowledge of:

- medical, legal, program or department and division-related terminology and office procedures;
- business English, punctuation, grammar and spelling;
- required formats for specialized documents and correspondence;
- laws, rules and department procedures pertaining to confidentiality and security of information;
- training techniques;
- computer software, including spreadsheet, word processing and data base software.

Skill in:

- operating a variety of office equipment, including typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators;
- communicating effectively;
- transcribing and typing legal, medical or division specific documents;
- recognizing and setting priorities for transcription of documents;
- preparing statistical, operational and other specialized reports;
- establishing and maintaining manual and automated filing systems within the division to include personal maintenance of confidential files;
- providing training.

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 providing clerical support to an office including at least two years of experience performing word processing or transcribing tasks 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.