

## GENERAL DESCRIPTION OF CLASS

The OFFICE SPECIALIST 1 performs secretarial, general office, record processing, or production typing work in support of agency programs or operations to relieve a superior of clerical details. The work performed requires a general knowledge of agency operations.

## DISTINGUISHING FEATURES

This is the third level of a four-level series. The Office Specialist 1 is distinguished from the Office Assistant 2 by the increased responsibility for performing a wide variety of secretarial, general office, and record processing activities. At this level employees determine the work methods and procedures used to complete assignments. The work involves related steps, processes, and/or methods which require the application of agency policies and procedures and the exercise of initiative and judgment in distinguishing among variables and identifying the applicable standards. This class is distinguished from the Office Specialist 2 by the absence of responsibility for administrative/technical assignments involving different and unrelated processes and methods; and requiring the exercise of independent judgment in analyzing situations and making decisions in accordance with laws, rules, and regulations.

## DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

1. **Secretarial and General Office Support.** Typical tasks: serves as secretary to a work unit, team, or one or more individuals; types a variety of correspondence, reports, memos, and other information from machine or voice dictation, draft, or general instructions; determines proper formats and modes of address for letters and reports; composes and types correspondence and responds to inquiries, requiring general knowledge of agency operations; reads, sorts, and distributes incoming mail; organizes and maintains filing systems; files information in policy, procedure, and other manuals; schedules appointments for one or more individuals; makes travel and meeting arrangements; types itineraries and agendas; takes minutes at meetings; prepares expense claims; maintains attendance and other personnel and payroll records for the work unit; maintains supervisor's calendar; orders office supplies and maintains inventory.
2. **Record Processing.** Typical tasks: examines applications, forms, and other documents with which the work unit is concerned; reviews documents for accuracy and completeness; compares data on documents with data on manual or computer record; adds, deletes, or changes information on manual or computerized system to maintain accurate, complete, and current information; exercises judgment in determining actions necessary to obtain missing information or to correct information; contacts clients, patients, agency staff, other agencies, or the general public in person, in writing or by telephone to obtain information to complete processing of documents; performs arithmetical computations to recheck the calculations made by others or to compute penalties, fees or interest using established formulas; codes information to convert data for entry into automated system and/or inputs information; collects data for reports or surveys.

3. **Typing.** Typical tasks: types on a production basis, a variety of correspondence, reports, narratives, statistics and forms from rough draft, machine dictation, or general instruction using a typewriter or word processor; uses standardized formats and formats documents according to instructions or established procedures; proofreads documents for general clarity, punctuation, grammar, spelling, capitalization, and typographical errors; updates, combines and purges archives, cassettes, tapes, disks and disk indexes on a word processor following established archiving programs, guidelines and procedures.
4. **Information and Assistance.** Typical tasks: responds to inquiries from clients, students, patients and the public about specific agency/program information and services; directs inquiries as necessary; explains or clarifies rules, processes and procedures to clientele; provides information about services available; receives incoming calls and routes to appropriate staff.

### RELATIONSHIPS WITH OTHERS

Employees in this class have daily in person and telephone contact with agency staff, other agencies, and the general public to obtain missing information or to correct information and/or materials, resolve record processing problems, provide general information and explanations to visitors and telephone callers, schedule appointments, and make travel and meeting arrangements.

### SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior. Work is received verbally and in writing from one or more individuals, or agency staff in a unit. Work is reviewed upon completion for accuracy, timeliness, and conformance to guidelines and procedures. Employees apply criteria established by Oregon Revised Statutes, Administrative Rules, agency policies, and procedures as guidelines in responding to questions from agency staff, other agencies and the general public, and in resolving record processing problems.

### GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

### KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of proper grammar, punctuation, spelling, and capitalization.

Basic knowledge of arithmetic (addition, subtraction, multiplication, and division).

Skill in proofing, verifying and checking documents and data.

Skill in performing clerical duties in an office.

Skill in communicating orally and in writing with a variety of people, gathering and exchanging information.

Skill in typing (proficiency levels will be based on individual position requirements).

Skill in operating typical office equipment such as calculator, photocopier, dictation equipment, microfiche, etc. (specific equipment skills will be based on individual position requirements)

- Ability to learn and work within specific agency office policies and procedures affecting assigned work.
- Ability to apply laws, rules, policies, or procedures affecting assigned work.
- Ability to organize work efficiently and make appropriate decisions concerning work methods.
- Ability to review technical forms or information for accuracy and completeness.
- Ability to answer telephones courteously and write and relay messages accurately.
- Ability to maintain confidentiality of agency records.

Some positions in this class may require one or more of the following:

- Skill in operating a computer terminal or micro computer to enter, update, correct, and retrieve information.
- Skill in taking shorthand (proficiency levels will be based on individual position requirements).

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 7/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.