

GENERAL DESCRIPTION OF CLASS

The OFFICE SPECIALIST 2 provides a wide variety of secretarial, technical, or minor administrative related tasks in support of an agency program or operation. In addition to a general knowledge of agency operations, the work performed requires knowledge specific to at least one agency program or operation.

DISTINGUISHING FEATURES

This is the fourth level of a four-level series. The OFFICE SPECIALIST 2 is distinguished from the OFFICE SPECIALIST 1 by the administrative/technical assignments which involve different and unrelated processes and methods. Work consists of a variety of duties which differ in nature and sequence because of the particular characteristics of each transaction, case, or assignment. Numerous guides, instructions, regulations, manuals, precedents, etc., are applied in carrying out assignments. Guidelines and precedents are less detailed and explicit. Judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures.

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/Administrative.** Typical tasks: serves as secretary to an administrative superior or team; types a variety of correspondence, reports, memos, or other information from machine or voice dictation rough draft or general instructions; composes and types correspondence, reports, memos and other documents; may have authority to sign documents and/or correspondence on behalf of supervisor; receives telephone and personal callers; in absence of supervisor, screens calls which can be handled by the supervisor's subordinates, or other offices; makes referrals as appropriate; answers questions not requiring research or technical knowledge; receives and reviews incoming mail and requests for information; determines mail needing further research; gathers and assembles necessary information and submits to administrative superiors; responds to items not requiring supervisory review or resolution; maintains control records of information received, routed, assigned, or dispersed; initiates follow-up letters or memos; organizes and maintains filing systems; maintains supervisor's calendar and schedules appointments and conferences; assures that supervisor is fully briefed on matters to be considered before scheduled meetings; makes travel arrangements, arranges schedules of visits, makes reservations, notifies organizations, or officials to be visited; completes travel vouchers, expense claims, and reports; maintains attendance and other personnel and payroll records for work unit; keeps logs and statistics related to program or operation; takes minutes at meetings; performs budget related activities manually or by using a computer; participates in preparing budget projections for the biennium for personal services, services and supplies, and program budgets; monitors expenditures and compiles monthly status reports; reports deviations to supervisor; develops and revises office procedures; coordinates work on assigned projects.
2. **Record Processing/Technical.** Typical tasks: performs specialized record processing activities requiring independent judgment to make decisions or select a course of action based on laws, rules, policies, and procedures within a particular program or operation. Some examples of records processing activities are as follows: 1) reviews applications, forms, or other documents for compliance with established criteria; ensures that all necessary documentation is provided and is complete: issues permits/licenses or denies applications based upon review; 2) issues

authorized payments for services; determines and takes appropriate corrective action; 3) reconstructs account transactions showing charges, payments and adjustments; determines and initiates action within established policies and procedures to resolve problems with records, billings, payments, or charges; collects and compiles data requiring specialized program knowledge as well as judgment in selecting from a variety of reports, computer printouts, logs, etc.; makes presentations to staff, students, and clients to provide information regarding new and/or changes to policies and procedures of the work unit.

Employees in this class review materials for proper completion and accuracy against manual and computer-generated reports, making corrections where needed; directly input information into computerized system or codes for input by others.

3. **Information and Assistance.** Typical tasks: responds to inquiries about specific agency/program information and services or directs inquiries as necessary; explains and clarifies rules, processes, and procedures to clientele; provides information about services available; receives incoming calls and routes calls to appropriate staff.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular contact in person, by telephone and in writing with agency staff, other State and Federal agencies and/or the general public in approving or denying applications for various licenses and permits; explaining criteria used as the basis for decisions made; collecting needed information to compile regular and special reports or complete records processing activities; providing requested information of a specific nature when responding to inquiries and complaints; scheduling appointments and arranging meetings and travel.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior. Work is assigned verbally and in writing by an administrative supervisor, and in response to verbal and written requests from agency staff and the public. Work is reviewed upon completion or as problems occur for accuracy, timeliness, and conformance to agency laws, rules, policies and procedures. Employees apply criteria established in 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 determining conformance prior to processing of documents such as payments, billings, permits, and/or licenses.

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, capitalization, and sentence structure.

General knowledge of arithmetic (addition, subtraction, multiplication, fractions, decimals, and division).

Skill in performing a variety of clerical functions at a technical or secretarial support level in an office.

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

Skill in organizing work efficiently and exercising independent judgment in making appropriate decisions concerning work methods.

Skill in applying specific, well defined rules, regulations, policies, and procedures to work performed.

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 operations, policies and procedures affecting assigned work.

Ability to review technical forms or information for compliance with established criteria.

Ability to gather and organize information or data and prepare reports.

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.