

# OFFICE COORDINATOR

0801

## GENERAL DESCRIPTION OF CLASS

The OFFICE COORDINATOR provides the primary administrative, business and clerical support for staff in an office. In this capacity, the Office Coordinator is the first contact for agency clients or the general public.

## DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

This class is distinguished from other general clerical classes as follows: Employees in this class provide the primary office services and general clerical support for an office; perform a full range of administrative, general clerical and typing activities; report to a branch, district, regional manager, or other administrative superior who is responsible for the overall operation of district, branch, region, or department; are responsible for both secretarial and records processing activities; and may work alone so must use independent judgment in determining work methods and priorities.

## DUTIES AND RESPONSIBILITIES

- 1. General Office Support.** Typical tasks: compiles statistics for a variety of reports (e.g., activity, referrals, complaints, training, inspections, expense accounts, and mileage); may use computer terminal to enter, update, revise and retrieve information; types and proofreads a variety of correspondence, reports, memos, warrants, permits, and personnel actions from machine or oral dictation, handwritten draft, or general instructions; composes and types correspondence, requiring a general knowledge of agency programs and operations; determines proper formats and modes of address for letters, memos, and reports; date-stamps, reads, sorts, and distributes incoming mail; prepares, weighs, and affixes postage by machine or hand to outgoing mail; organizes and maintains filing systems; files documents; purges files in compliance with retention schedules; makes photocopies; makes travel arrangements; schedules meetings and informal conferences; may assign and review the work of other employees, volunteers and/or student workers.
- 2. Reception and Assistance.** Typical tasks: answers telephones, screens and routes calls to staff members; takes messages for staff members; refers calls as necessary; greets and directs visitors to appropriate destinations; responds on the telephone or in person to clients, students, other agencies, and the public on general questions about agency programs, policies and procedures such as explaining process for obtaining permits or other services and associated fees or charges; distributes materials such as brochures, codebooks, posters, and forms; assists clients in completing applications; collects fees for permits; schedules appointments with staff; takes information on referrals or complaints received by telephone or in person; notifies supervisor about problems in the field based on referrals or complaints and may route to staff for action in supervisor's absence. Some positions in this class may participate in registering students for classes, coordinate class schedules with other department.

**3. Administrative and Business Services.** Typical tasks: answers questions from staff related to travel, leave and other personnel related record keeping; keeps personnel time and leave records for office; orders office supplies, forms, and printed material for distribution to agency clients and the public; maintains and updates office equipment inventory; may perform minor maintenance on office equipment; schedules maintenance and repairs for office equipment and state vehicles; develops and revises office procedures. Some positions in this class may coordinate or assist with recruitment for faculty positions and have authority to sign correspondence, memos, reports, and Personnel Actions on behalf of an academic administrator.

Employees in this class may have some of the following responsibilities.

**4. Recordkeeping.** Typical tasks: receives application fees for permits; prepares receipts and bank deposits; maintains and disburses petty cash fund; consistent with prior approval by manager, authorizes and prepares requests for payment of invoices for office operating expenses; compares actual expenditures against current budgets and notifies supervisor of variances on a monthly basis; receipts funds for specialized accounts; keeps records of funds received and disbursed from specialized accounts.

## **RELATIONSHIPS WITH OTHERS**

Employees in this class have daily telephone and in person contact with agency staff in other offices or branches, other state agencies, agency clients, and the public in performing reception activities, answering questions and providing general information about agency programs, policies and procedures, scheduling appointments, making travel and meeting arrangements, obtaining missing or additional information, assisting in the completion of forms and applications, and distributing material such as forms, code books, brochures, posters, course material, and registration packets.

## **SUPERVISION RECEIVED**

Employees in this class receive general supervision from a branch, district, or regional manager or other administrative superior. Work is received through verbal and written requests from the supervisor or staff, agency clients, other agency offices, branches or departments, and the general public. Employees in this class sometimes work alone and must set priorities and make independent judgments to complete assignments and requests on a timely basis. Work is reviewed upon completion for accuracy and timeliness. State laws, Administrative Rules, and agency policies and procedures provide guidelines for processing work and responding to questions from agency staff, clients, and the general public. A desk manual and computer user's guide provide procedures and formats for processing and completing work. Some employees in this class will use the agency personnel manual for guidance in preparing personnel forms.

## **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)**

Basic knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.

Basic knowledge of arithmetic (addition, subtraction, multiplication, 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, policies, and procedures to work performed.

Skill in organizing and maintaining a filing system.

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

Skill in operating typical office equipment such as calculator, photocopier, dictation equipment, word processor, postage meter, 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 keep accurate financial records.

Ability to complete work with frequent interruptions.

Ability to deal with the public in a patient and courteous manner.

Ability to answer telephones courteously and write and relay messages accurately.

Ability to maintain confidentiality of agency and/or personnel records.

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

Skill in operating a computer terminal or microcomputer to enter, update, correct, and retrieve information.

Ability to stay calm when dealing with clients or members of the public who may be angry, hostile, or abusive.

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

**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 1/90

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.