

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: OFFICE SPECIALIST I/II/III - PUBLIC WORKS
CLASS CODE: I - 6876 II - 6875 III - 6874

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: I - NONE II - NONE III - LEAD

EFFECTIVE DATE: 6/14/2008
DEPARTMENT: PUBLIC WORKS

JOB SUMMARY

Provides first-contact customer service and performs a variety of clerical and office support duties to expedite day-to-day operations of the Public Works Department.

CLASS CHARACTERISTICS

Office Specialist I - Public Works: Works under close to general supervision in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

Office Specialist II - Public Works: This full performance level works under general supervision in performing duties of considerable difficulty that involve some independent judgement.

Office Specialist III - Public Works: Works under general supervision in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

ESSENTIAL FUNCTIONS

Receives, screens and directs incoming phone calls for a multi-line phone system; assists visitors and callers by providing information and directing them in correct processes; provides initial response to questions, complaints or problems following established communications and information sharing policies, practices or procedures.

Receives calls from county-wide departments to schedule work orders related to building maintenance, telephone services, or engineering related needs or projects; performs data entry to create a work order and distributes to appropriate divisions; maintains and produces daily maintenance schedule for building division.

Provides clerical and administrative support to personnel from multiple divisions; types or otherwise creates letters, statements, narrative and statistical reports, minutes, agendas, and other documents as requested. Processes, sorts, and distributes incoming and outgoing mail. Orders and maintains office supplies.

Prepares and issues receipts for funds collected for facilities reservations, parks usage, permit fees, maps, surplus equipment, sales at the front counter, and other departmental transactions.

Monitors and maintains department library; performs general literature inventory reviews; indexes and documents new manuals or books.

Maintains various department personnel records including driver's license status, emergency contact information etc.; creates and maintains county-wide telephone directory for downloading by other departments.

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PAGE 2

Serves as primary point of contact for the public and for County employees scheduling the use of County buildings and facilities; interacts as needed with the public, County security, and custodial services in arranging use; posts reservations to County calendar; apprises callers of rental fees and collects said fees.

Serves as primary point of contact for scheduling the use of County parks and pavilions; monitors scheduled events and apprises renters of upcoming commitments; collects rental and reservation fees.

Reconciles cash receipts, ensures proper accounting, and prepares and submits deposits to Treasurer's Office according to established policies and practices.

Processes necessary information for department payroll; utilizes the County's time-entry system to ensure proper reporting of work time; generates department payroll reports and ensures timely delivery to the Personnel Office; resolves employee payroll questions and issues in coordination with the Personnel Office.

KNOWLEDGE, SKILLS, AND ABILITIES

Office Specialist I - Public Works:

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

Office Specialist II - Public Works: (In addition to the knowledge, skills, and abilities described above):

Skill in: Using various software programs unique to Utah County and/or Public Works.

Ability to: Understand broad objectives and follow general instructions.

Office Specialist III - Public Works (In addition to the knowledge, skills, and abilities described above):

Considerable Knowledge of: Department policies and procedures and laws, codes, and regulations relevant to work performed.

Skill in: Basic bookkeeping.

Ability to: Train and lead others.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts or otherwise moves objects weighing up to 30 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room; work requires regular contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

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PAGE 3

EDUCATION AND EXPERIENCE

Office Specialist I - Public Works: High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist II - Public Works: High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist III - Public Works: High school diploma or equivalent and five (5) years of general clerical support work experience of which two years were directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

CAREER LADDER ADVANCEMENT

For a promotion through career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must: 1) possess the required licensure and certifications of the higher classification level, 2) meet the education and experience requirements and class characteristics of the higher classification level, 3) have written recommendation from the department head and, 4) receive approval from the Director - Office of Personnel Management.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.