



Senior Office Specialist – Public Works

Job Description

Department: Public Works
Position: Career Service
Grade: 504
Supervisory: No
Reports to: Finance Manager

Summary

Under general supervision of the Finance Manager, 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. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level perform duties of considerable difficulty that involve independent judgement and are capable of training and leading others.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receive, screen and direct incoming phone calls for a multi-line phone system; assist visitors and callers by providing information and directing them in correct processes; provide initial response to questions, complaints or problems following established communications and information sharing policies, practices or procedures.
2. Receive calls from county-wide departments to schedule work orders related to building maintenance, telephone services, or engineering related needs or projects; perform data entry to create a work order and distribute to appropriate divisions; maintain and produce daily maintenance schedule for building division.
3. Provide clerical and administrative support to personnel from multiple divisions; type or otherwise create letters, statements, narrative and statistical reports, minutes, agendas, and other documents as requested; process, sort, and distribute incoming and outgoing mail; order and maintain office supplies.
4. Prepare and issue receipts for funds collected for facilities reservations, parks usage, permit fees, maps, surplus equipment, sales at the front counter, and other departmental transactions.
5. Monitor and maintain department library; perform general literature inventory reviews; index and document new manuals or books.
6. Maintain various department personnel records including driver's license status, and emergency contact information; create and maintain county-wide telephone directory for downloading by other departments.

For Office Use Only

Job Code: 6874
Job Title: Senior Office Specialist– Public Works
FLSA: Non-Exempt
Effective Date: 4/2/2020
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

7. Serve as primary point of contact for the public and for County employees scheduling the use of County buildings and facilities; interact as needed with the public, County security, and custodial services in arranging use; post reservations to County calendar; apprise callers of rental fees and collect said fees.
8. Serve as a point of contact for scheduling the use of County parks and pavilions; monitor scheduled events and apprise renters of upcoming commitments; collect rental and reservation fees.
9. Perform various cashiering duties; perform daily balancing of deposits for fees collected against receipts, run tapes on checks and cash, and resolve discrepancies; reconcile cash receipts, ensure proper accounting, and prepare and submit deposits to Treasurer's Office according to established policies and practices.
10. Process necessary information for department payroll; utilize the County's time entry system to ensure proper reporting of work time; generate department payroll reports and ensure timely delivery to the Personnel Office; resolve employee payroll questions and issues in coordination with the Office of Human Resources Management.
11. Coordinate and process permits for events utilizing county facilities or county parks; obtain appropriate signatures; monitor through event completion.
12. Exercise functional control over certain budget items including office supplies and initiate purchase orders as needed for other purchases.
13. Oversee and coordinate office procedures and practices; make recommendations for new procedures; oversee implementation.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of department policies and procedures
- Knowledge of laws, codes, and regulations relevant to work performed
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to Utah County and/or Public Works
- Skilled in basic bookkeeping
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task
- Ability to train and lead others

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Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This position requires regular contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift or move supplies weighing up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of general clerical support work experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM.

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Additional Eligibility Qualifications

1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

Director – Human Resources _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

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