

Mower County CLASS SPECIFICATION

CLASS TITLE: Office Support Specialist, Sr.

GRADE 7	BARGAINING UNIT:	
DEPARTMENT: varies	ACCOUNTABLE TO: varies	FLSA STATUS: Non-exempt
<p>CLASS SUMMARY: The Office Support Specialist Sr. represents an experienced and senior level classification series where incumbents are expected to perform the full range of duties and responsibilities associated with the classification series. Jobs assigned to this classification are responsible for performing a wide variety of complex office routines, processes and operations requiring training, knowledge and experience in the application of specific departmental or program rules, guidelines, statutes, laws or agency procedures. Jobs assigned to this level also require understanding, knowledge, and the application of various county administrative guidelines and procedures. Duties and responsibilities vary significantly from department to department but generally involve a wide variety of secretarial duties; technical or specialized office routines of a paraprofessional nature; use and application of general record keeping or bookkeeping functions; responsibility for independently dealing with client/public relations where some judgment and discretion is needed in dealing with conflict or client issues.</p>		
<p>DISTINGUISHING CHARACTERISTICS: This classification represents the third level in a four level classification series titled Office Support Specialist. Positions assigned to this level are senior level and experienced administrative support personnel who are expected to perform the full range of office support activities and functions within the office. The primary difference between the Lead Office Support Specialist and the Office Support Specialist, Sr. is that the former classification has lead worker responsibilities over all other classification levels within the series. The classification difference between the Sr. Office Support Specialist and Office Support Specialist is that the former classification requires more extensive knowledge or specialized training prior to gaining entry into the classification due to the discretion and judgment necessary to perform the requirements of the work.</p>		

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	<p>Performs a variety of core or common duties and responsibilities shared by jobs assigned to the Office Support Specialist classification series including:</p> <ul style="list-style-type: none">• Provides client/customer service duties; assists members of the public at the counter by collecting fees, reviewing applications for licensing, and receipting monies• Greets customers, provides back-up receptionist tasks, and/or greets the public and determines nature of questions and provides general information to the public or refers clients/public to others in the department/county for additional follow up.• Records information; enters data; types documents, reports, forms, narratives, letters or correspondence; updates and maintains department files and records in accordance with office routines and requirements.• Assembles, copies, faxes, scans, distributes or mails materials required of the office.• Conducts word processing and types materials, correspondence and reports for the department or agency staff.	Daily 15%

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
2.	<p>Performs specialized secretarial or technical support functions within the office of assignment by applying rules, guidelines and office techniques or procedures unique to the office. Representative examples might include such duties as:</p> <ul style="list-style-type: none"> • Serves as Probate Registrar by conducting interviews to assess whether or not an informal probate hearing is appropriate and conducts informal hearings. • Apportions taxes to various agencies/districts; prepares tax deed reports; performs escrow maintenance; compiles and prepares specialized reports for the County, State or federal agencies. Prepares legal documents, writs of execution or other specialized documents within the office assigned. • Assists in the coordination of dust control operations between the County, vendors and townships. • Processes complaints, court orders and schedules cases for arraignment and performs case management activities for court files. • Processes and updates databases and files for ditch assessments or other departmental databases. Issues various permits relevant to the office requiring knowledge of rules, regulations and departmental guidelines pertaining to the issuance of these permits. • Coordinates and issues game and fish licenses to agents and public. Sets up and maintains ledger entries and monitors bond amounts and maintains inventories of licenses issues by the State • Prepares newsletters, creates complex spreadsheets or web pages • Develops and coordinates the scheduling of the master court calendar • Coordinates and schedules snow grooming operations for the County trail system working closely with DNR in funding issues for this program. • Organizes, arranges for and coordinates the preparations for various meetings, conferences, meetings, committees, fund raisers or other special events or projects • Records all property transactions checking for property splits, reviewing the certificates of title for completeness, and checking for delinquent taxes 	Daily 35%

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
3.	Answers questions of the public and assists the public with the execution of requests requiring discretion and judgment in the application of County, State or departmental guidelines, laws, rules or procedures.	Daily 15%
4.	Performs general bookkeeping, accounting and record keeping for the agency. Tracks budget amounts; maintains trust accounts or contingency funds; orders supplies, materials and equipment for the office/staff; prepares vouchers and purchase orders; assists in compiling financial data on past expenditures for budget; records, posts and enters all disbursements and expenditures, reconciles and balances accounts and statements. Participates and/or performing billing of services provided to client or other departments.	Daily 20%
5.	Screens and assists the public in obtaining answers or answering questions to their issues or concerns by searching department files/records, applying knowledge of guidelines, rules or statutes, and/or implementing departmental routines and techniques.	Varies 10%
6.	Prepares, coordinates, schedules and assembles materials and agendas and documents needed for board meetings or committee meetings.	Varies 5%
7.	Performs other duties of a similar nature or level.	As Required

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Knowledge (position requirements at entry):

Knowledge of:

- Agency programs, policies and operating procedures;
- Specialized or related laws, rules or technical requirements specific to the office or assignment;
- Bookkeeping and general accounting practices and operations;
- County government and county administrative policies and procedures;
- The principles, practices and methods used in office management and supervision;
- General office management principles, practices and techniques;
- Basic grammar/english, mathematics and business composition
- Office equipment and operations. Knowledge of hardware and software applications typically used in office settings in the County (e.g. spreadsheet applications, work processing, scanners, e-mail and internet operation/maintenance);
- Information systems.
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Skills (position requirements at entry):

Skill in:

- Using computers and related software applications;
- Using equipment such as calculators, typewriters, printers, copiers, fax machines, and telephones;
- Writing letters and notices;
- Bookkeeping;
- Making decisions in accordance with established practices and policies;
- Performing mathematical computations accurately;
- Working independently;
- Initiating purchasing, and accounting activities in accordance with the policies, procedures and methods in place at the County;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associate's Degree in Business, Office Administration, Accounting or related field and one year of relevant work experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- None.

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Physical Requirements:

Positions in this class typically require: reaching, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to confrontational situations with the public.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Classification History:

Draft prepared by Bjorklund Compensation Consulting (BCC)

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