

FILLMORE COUNTY JOB DESCRIPTION

Office Support Specialist, Sr. – Merit

DEPARTMENT: Community Services		JOB TITLE OF SUPERVISOR: Community Services Administrator	
PAY GRADE/RANGE: Merit 2 Range 24	BARGAINING UNIT: Not Represented	FLSA STATUS: Non-exempt	

MERIT SYSTEM CLASS SPECIFICATION

KIND OF WORK

Under general supervision, provides work direction to other incumbents in the Office Support Specialist or Office Support Aide classifications. Provides administrative support to agency director and supervisors, or to a major program area in an agency. In some positions, incumbents may be required to know technical terminology or special software programs. Incumbents will often research and respond to issues that may have no immediate solutions within established procedures and guidelines.

EXAMPLES OF WORK

(These are illustrative examples only--a position may not include all the work examples given, nor does the list include all that may be assigned.)

- Trains new office support employees.
- Assigns and reviews the work of other office support staff.
- Assists in the recruitment and selection of office support staff.
- Handles performance problems, work schedule conflicts or other work flow problems for assigned staff.
- Develops internal deadlines for submission of paper work, completion of daily work and completion of special assignments.
- Completes special projects, research, assigned program responsibilities and other complex assignments.
- Answers questions from the public regarding agency programs.
- Assists clients in completing program forms and may assist in processing applications for services.
- Reviews and selects mail to independently research and answer for agency managers or supervisors.
- Prepares agendas for county board meetings.
- Develops, implements and maintains office procedures and work systems to resolve existing problems or to respond to new systems or policies.
- Maintains administrative or fiscal data and prepares reports.
- Maintains adequate inventory of office supplies and forms required for agency operation.
- Provides other employees with information, assistance and services. Issues are often complicated and varied. Final answers require considerable research.
- Collects and analyzes data for administrative reports.
- Types correspondence and performs other support work for agency director and supervisors.
- Acts as liaison for social services agency with county human resources staff or merit system. Completes necessary personnel forms for submittal to county personnel office or merit system.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED

- Knowledge of business English, spelling, grammar and punctuation.
- Knowledge of basic math.
- Knowledge of all agency programs, rules, policies and procedures.
- Knowledge of office procedures, practices and equipment.
- Knowledge of special computer software.
- Knowledge of record keeping systems in order to maintain administrative and fiscal data and to prepare reports.
- Knowledge of legal or other technical terminology (for some positions).
- Knowledge of data practices law and policies.
- Knowledge of other community resources.
- Knowledge of the principles of supervision.
- Ability to operate a variety of office machines.
- Ability to understand and carry out complex oral and written instructions.
- Ability to use good human relations skills to positively interact with and to work constructively with clients and employees.
- Ability to organize and prioritize ones own work as well as the work of others.
- Ability to provide lead work direction/supervision to others.
- Ability to research a variety of topics and summarize information into clear and concise correspondence and reports.
- Ability to analyze a variety of data, select relevant information and integrate data into meaningful responses and reports.
- Ability to establish and maintain complex record systems based on substantial program knowledge.
- Ability to type a variety of letters, forms and reports.

MINIMUM QUALIFICATIONS OF EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires minimum of High school diploma or general education degree (GED) and at least three years of related office experience which includes one year experience as an Office Support Specialist; or an equivalent combination of education, training and experience to demonstrate the ability to perform the work of the job.

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

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk, hear, and use repetitive motions. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions.

The environment will commonly be an office setting with few hazards. Environment is typically free of any unpleasant environmental hazards or risks. Employees may be exposed at times to citizens who are angry or who may be abusive.

CLASSIFICATION HISTORY

Prepared By: Minnesota Merit System	Date: 7/1998
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