PALOMAR COMMUNITY COLLEGE DISTRICT

OFFICE SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To provide general office assistance in support of an assigned function; to perform a variety of clerical and secretarial tasks; to provide information to students, faculty, staff and the general public; and to create and maintain a variety of records and files.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Office Specialist series. Employees within this class are distinguished from the Senior Office Specialist by the performance of the full range of duties as assigned including receptionist duties and clerical tasks. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Office Specialist in that the latter performs student service duties including assessment and registration procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level supervisory or management staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Perform a wide variety of clerical and secretarial tasks in support of an assigned function including typing, proofreading, filing and copying.

2. Serve as receptionist; answer multi-line telephone and greet guests; provide information to students, faculty, staff and the general public relative to assigned function.

3. Maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts and files for current and accurate information.

4. Instruct students in the completion of forms; review completed forms for accuracy and completeness.
5. Schedule appointments relative to assigned area of responsibility; refer students to appropriate personnel and resources.

6. Receive, sort and distribute incoming mail; post bulletins and messages.

7. Operate a variety of office equipment including a copier, typewriter, calculator and computer; enter important information into the computer.

8. Prepare a variety of reports, documents and forms relative to assigned area of responsibility.

Marginal Functions:

1. May supervise student and short-term workers.

2. Assist with special projects as needed.

3. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and equipment including computers.
Principles of business letter writing and basic report preparation.
Principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Perform various clerical tasks in support of an assigned function.
Serve as a receptionist, answer multi-line phone and greet visitors.
Maintain accurate records and files.
Analyze situations accurately and adopt an effective course of action.
Type at a speed necessary for successful job performance.
Respond to requests and inquiries from students, faculty, staff and the general public.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
One year of clerical experience.

Training:
Equivalent to the completion of the twelfth grade.

WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens.

Physical Conditions:
Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light lifting or carrying; extensive use of computer keyboard; near visual acuity for operating computers.