PALOMAR COMMUNITY COLLEGE DISTRICT

SENIOR 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 difficult and specialized clerical and student service duties including assessment and registration procedures; to provide information to students, faculty, staff and the general public; and to perform a variety of clerical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Office Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including student registration for assigned programs. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction 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 variety of complex and specialized secretarial and student service tasks in support of an assigned function including registering students for assigned programs, office management, data entry and maintaining detailed records and files.

2. Answer telephone and greet guests; provide information to students, faculty, staff and the general public relative to assigned functions; explain college programs, policies and procedures.

3. Receive registration for assigned classes, programs and workshops; respond to routine residency questions and proper fees; issue receipts.

4. Compose and type a variety of correspondence and documents including but not limited to reports, letters, memoranda, minutes, purchase requisitions and work orders using word processor and printer.
5. Create and maintain database; maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts and files for current and accurate information.

6. Check, compile and record information for the preparation of reports and maintenance of filing systems.

7. Prepare a variety of documents, forms and reports; design, create and post brochures, posters and flyers for assigned areas.

8. Coordinate bulk mailing projects; advise College staff on proper bulk mail preparations; supervise the counting, weighing, sorting and packaging of bulk mail in compliance with postal regulations.

9. Operate a variety of office equipment including a copier, typewriter, calculator, fax machine, computer, word processor and printer.

10. Arrange and schedule a variety of appointments and meetings relative to assigned area of responsibility; schedule use of various meeting rooms, classrooms and buildings.

11. Distribute incoming and outgoing mail; prepare bulk mailing as assigned.

12. Requisition, store and distribute office materials and supplies.

13. May train and supervise student and short term office staff.

Marginal Functions:

1. Attend a variety of meetings as required.

2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

College procedures, policies and programs related to student services.
Modern office procedures, methods and equipment including computers and associated software.
Methods and techniques of telephone etiquette.
Principles of letter writing and basic report preparation.
Basic postal regulations.
Principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.
Pertinent Federal, State and local codes, laws and regulations.
PALOMAR COMMUNITY COLLEGE DISTRICT
Senior Office Specialist (Continued)

**Ability to:**

Perform difficult secretarial, student service and receptionist duties.
Provide information to students regarding a variety of college programs, policies and procedures.
Type at a speed necessary for successful job performance.
Prepare a variety of documents and reports.
Create and maintain databases.
Maintain accurate records, files and logs.
Respond to requests and inquiries from students, faculty, staff and the general public.
Work with and understand the ethnic diversity of students from a multicultural background.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Supervise and train assigned student and short term staff.
Communicate clearly and concisely, both orally and in writing.
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:**

Three years of increasingly responsible clerical experience, preferably involving frequent public or student contact.

**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.