



OFFICE SPECIALIST (COMMUNITY DEVELOPMENT)

JOB DESCRIPTION

Department: Community Development Services	Division: Economic Development and Grants Management
Work Location: Urbana City Building	Job Type: Civil Service
Union: Non-Bargaining Unit	Percent Time: 100%
Reports to: Grants Management Manager	FLSA Status: Non-Exempt

JOB SUMMARY

The Office Specialist performs a wide variety of responsible, confidential, and complex administrative, technical, programmatic, and clerical duties to assist with technical and general administrative details; participates in the development, implementation, and administration of economic and grant policies, procedures, and programs.

Depending on assignment, the incumbent may perform a full range of general accounting and bookkeeping duties for the assigned areas and prepares a variety of fiscal, administrative, compliance, and operational reports.

Distinguishing Characteristics

Positions in this class are distinguished from the Administrative Assistant classification in that the primary focus of an Administrative Assistant is to provide administrative support services to people rather than to program operations. The emphasis of the Office Specialist class is to provide clerical and operational support services for specific programs or functions. Positions in this classification may be assigned to multiple departments or divisions, requiring specific program knowledge for each assigned area.

ESSENTIAL FUNCTIONS

(These are representative duties and the emphasis on certain duties will vary depending on the job assignment):

- Independently performs a wide variety of complex, responsible, and confidential duties for assigned program(s) requiring thorough knowledge of specialized clerical and office procedures and practices; performance of duties require knowledge of program rules, regulations, and procedures and the use and application of judgment.

Clerical

- Performs data entry on automated systems, including, but not limited to client or population information, mailing lists, registrations, rosters, invoices, work orders and purchase orders.
- Prepares correspondence, charts, graphs, reports, forms, receipts, vouchers, work orders, brochures, and specialized documents related to the assigned area from drafts, notes, rough draft or verbal instruction.
- Copies and distributes reports, records, and files as requested;
- Performs complex checking, proofreading, and coding; disseminate information as appropriate;
- Initiates, organizes, maintains, and controls access to complex filing systems and records including highly sensitive files; establishes, files for economic development and grant related programs.
- Accurately maintains and updates specialized records and files pertaining to the area of assignment;
- Operates a variety of office equipment including copiers, facsimile machine, and computer; inputs and retrieves data and text; organizes and maintains disk storage and filing; may receive and transmit messages by two-way radio.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; writes reports that present and interpret data, identify alternatives, and make and justify recommendations.
- May perform a full range of accounting duties in support of the assigned area.
- Performs compliance monitoring of program related projects.
- Prepares and/or reviews quarterly reports of program specific files.
- Utilizes various computer applications and software packages; maintains and generates reports from a database or network system.
- Performs other related duties as assigned.

Communication and Customer Service

- Provides information on assigned operations and activities; refers callers to appropriate City staff for further assistance as needed;
- Types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts; types from rough draft, or verbal instruction; independently composes correspondence and reports related to assigned area of responsibility.

- Conducts, attends, and participates in staff meetings as required; may attend public meetings or hearings and be required to take and maintain minutes for such meetings. May attend community meetings to represent Community Development programs or projects.
- Participates and provides assistance in various special projects;
- Other duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Education: Equivalent to the completion of high school. Additional specialized course work in Business Administration, Office Science, or a related field is desirable.
- Experience/Training: Two years of increasingly responsible administrative, secretarial, and clerical experience.

Knowledge of

- Operational characteristics, services, and activities of assigned functions, programs, and operations.
- Work organization and office management principles and practices.
- Pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles of professional correspondence.
- Principles and procedures of record keeping.
- Basic bookkeeping practices.
- English usage, spelling, grammar, and punctuation.

Skills

- Proficiency with Microsoft Office software and other applications, e.g., word processing, spreadsheet or database management, as it relates to the assigned work.
- Outstanding customer service skills.

Ability to:

- Provide outstanding customer service. Customers may be employees, members of the public, or other departments.

- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent laws, regulations, and ordinances.
- Perform responsible and difficult programmatic and administrative duties involving the use of independent judgment and personal initiative.
- Work independently.
- Maintain records and perform assigned program activities in accordance with established practices and general instructions.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, compile, analyze, and interpret data.
- Prepare a variety of clear and concise administrative and financial reports.
- Independently prepare correspondence and memoranda.
- Implement and maintain filing systems.
- Type at a speed necessary for successful job performance and as deemed appropriate by the department.
- Operate and use modern office equipment including a computer and various software packages.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Supplemental Information

Work Hours and Environment, Physical Requirements, and Additional Information

Working Environment: *The work environment characteristics described herein 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.*

Environment: Standard office setting. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure.

Physical Requirements: *The physical demands described herein 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.*

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate reference books and manuals; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The work environment characteristics described herein 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 duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

- New class: May 25, 2016

For HR/Finance Use

Title Code	Pay Grade
	30
EEO Category	
6- Administrative Support	