

OFFICE SPECIALIST II

JOB CODE: 6931
LOCATION: Tioga County Departments & Jurisdictions
CLASSIFICATION: Competitive
SALARY: CSEA - Salary grade IV (Tioga County); Varies by location (School Districts & Municipalities)
ADOPTED: 02/14/17, Reso. 55-17; Revised 01/20, 03/21

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing a broad range of moderately difficult clerical tasks, which may require an understanding of specific laws, policies or procedures. Specific duties will vary with the needs of the appointing authority. An incumbent will operate a computer and related office equipment for the entry and retrieval of information using software to produce printed material such as letters, memoranda and forms. Ability to accurately manipulate specific software is valued over speed when performing keyboard functions. Procedures are usually fixed and while comparable, are of a more difficult nature than those of an Office Specialist I. The incumbent is under direct supervision of a higher-level staff member but has moderate autonomy in carrying out day-to-day activities. Supervision of others is not a responsibility; however, may be called upon to help orient or train similar classified staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides office support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents including, but not limited to: routine correspondence, inventory, budgets, operating expenses, state reporting, files and departmental activities;
- Reviews documents for accuracy, completeness and to ensure that they conform with established processes and procedures;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- Collects information from paper and electronic files and compiles such information into a final source document;
- May instruct new employees in the specialized work of a unit, assign duties, perform day-to-day review of performance;
- Receives internal and external customers, ascertains their business, and refers them as appropriate;
- Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;
- Schedules meetings and appointments;
- Attends meetings and takes minutes;
- May collect fees and account for monies received;
- May prepare and maintain time records, payroll data or other tasks that might require basic mathematical calculations;
- May maintain department electronic files, or alphabetic, numeric and/or chronological paper files;
- May serve as receptionist and greets clients and/or visitors;
- May sort, date stamps and distributes mail and packages;
- May order office supplies and maintains inventory of supplies and equipment;
- May perform all routine clerical work determined essential to the efficient and economical functioning of the office to which assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of modern office terminology, procedures, equipment; good knowledge of business English, including

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the ability to alphabetize, spell correctly and use appropriate grammar and punctuation; good knowledge of business arithmetic; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and data bases; ability to accurately operate an alphanumeric keyboard; ability to understand and follow oral and written instructions; ability to work well with others and to display courtesy when dealing with the public; ability to perform close, detailed work that may involve considerable visual effort initiative, resourcefulness, accuracy, tact, neatness and good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency **and either:**

- a. Completion of thirty (30) semester credit hours from a regionally accredited or NYS registered college or university; **OR**
- b. One (1) year of full-time (or the part-time equivalent) office clerical experience*; **OR**
- c. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

**NOTE: For Office Specialist II, Bank Teller and other types of cashiering jobs are not considered "office clerical".*